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ABSTRACT

This document is a manual of the official guidelines, policies, standards and procedures for reference service in the Harold B. Lee Library of Brigham Young University. The manual serves as a reference source for answering questions raised by reference personnel or patrons about reference policies and procedures of the library, and will also be used to train new reference personnel. After an introduction and an overview of the library's reference services, reference service policies and procedures are described, and reference services priorities are outlined. Circulation policies and patron categories are described, and the library catalog and computer systems are detailed. Appendixes, which comprise about half of the manual, provide information on the following: (1) library reference departments, (2) specialized library collections, (3) special library services, (4) library consortia and networks, (5) professional library associations, (6) orientation and instructional programs, (7) reference forms, and (8) related documents. An index is provided. (EW)

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# Reference Services Manual

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June 1988

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# I. Introduction

## A. Purpose of the Reference Services Manual

This **Reference Services Manual** represents the official guidelines, policies, standards, and procedures for reference service in the Harold B. Lee Library. Its purpose is to insure a uniformly high quality of service to all patrons from all library reference personnel and departments consistent with available resources and established policies. The manual serves as a reference source for answering questions raised by reference personnel or patrons about the reference policies and procedures of the library and will be used to orient and train new reference personnel.

The contents of this manual will be reviewed annually by the Reference Services Committee to insure that policies and practices are in conformity and that changes are being made to reflect current conditions.

## B. Mission of Reference Services

Reference services in the Harold B. Lee Library exist to help patrons find and use the informational, educational, and cultural resources of library collections and services in support of the library's mission of fostering and encouraging learning and scholarship.

## C. Goals and Objectives of Reference Services

The goal of reference services is to provide effective and efficient services to library patrons to enable them to achieve maximum access to library services, information and materials.

To achieve this goal, the library provides

1. A trained, competent staff of student assistants, paraprofessional department assistants, and professional subject specialists to meet patron reference demands.

2. An up-to-date collection of reference sources to meet the information and research needs of both patrons and reference personnel.

3. Effective and adequately supported automated systems to assure patron access to the collections of the library and to the collections of other consortia libraries with which the Lee Library is affiliated.

4. A training program for reference personnel to assure prompt, efficient, and accurate reference services as enumerated in the policies, procedures, and standards of this manual.

5. An ongoing measurement and evaluation program to insure that the reference policies are being followed and that goals and objectives are being achieved.

## II. Overview of Reference Services

### A. Philosophy of Reference Service

Generally, assistance to patrons, except for "ready reference" inquiries, will ordinarily consist of providing guidance in the pursuit of information, using reference sources and automated systems, rather than providing the information itself. In applying this policy to specific situations, individual reference personnel must exercise judgment based on the needs of the patron, the amount of time available, and their knowledge of the subject of inquiry, **not** on favoritism to any one patron or class of patrons. It is the policy of the library, however, to conduct research for General Authorities and the university administration upon request to General Reference.

The library is committed to giving to all patrons the best reference service possible under the constraints of time and staff. However, the library does not assume responsibility for the correctness of the information or the solutions to patrons' problems. Each patron is responsible for the interpretation and acceptability of the information received.

### B. Ethics of Reference Service

The library is committed to honoring the principle of intellectual freedom and freedom of inquiry. The needs of library patrons must always be taken seriously and treated with utmost respect and consideration. Patrons must always be treated courteously and never made to feel they are being treated condescendingly or that their requests are "dumb." Nor should reference personnel challenge a patron's motives or purposes for requesting any kind of material. Under no circumstances should there be any discussion about patrons or of any transactions between patrons and reference personnel outside a professional context. To protect the right to privacy, no information about a patron's checkout record or use of library materials should be given. Exceptions to this policy can only be made by the library administration.

### C. Reference Services Provided

#### 1. Desk Reference Services

##### a. Information Service

Reference desk personnel attempt to provide correct and up-to-date answers for specific factual questions by consulting the proper sources themselves, or by providing the patron with the correct sources and explaining their use if needed. Questions considered informational include brief biographical information, addresses, statistics, directions, lists, encyclopedia, almanac, and directory data.

b. Basic Library Instruction

With the goal of helping patrons learn how to help themselves, reference personnel show patrons how to use basic library catalogs and indexes, both manual and automated. Patrons needing detailed instruction for complex searches or help in developing complex search strategies can be referred to the appropriate subject or reference specialist or to library training sessions provided by the computer applications librarian. (See Appendix F, "Orientation and Instructional Services," p. F.1)

c. Bibliographic Verification

Reference desk service includes verification of citations for books, serials, journal articles, and other forms of publication as requested by library patrons or as initiated by reference desk personnel. This service is provided in various ways, recognizing that each situation is unique and may require different handling.

The basic options are to

1) Have patrons use such reference tools as BYLINE, the card catalog or other specialized card files, the serials microfiche, RLIN, **Books in Print**, **Ulrich's Periodical Directory**, subject bibliographies and indexes.

2) Search reference tools on patrons' behalf.

3) Refer patrons to an online searcher.

4) Refer patrons to subject or reference specialist.

d. Instruction In Search Strategy and Methodology

Reference desk personnel give instruction in search strategy and methodology when the reference query requires it or when the patrons show an interest or request it. If the press of other patrons or lack of subject expertise prevents this, patrons are referred to the appropriate subject or reference specialist for this service. Subject specialists may wish to schedule this service for a one-on-one session or try to arrange with instructors for a class/group session.

Reference personnel may need to explain

1) That there are different approaches to finding journal articles vs. books.

2) That each catalog, index or bibliography has unique access points, arrangement, scope, special features, etc. often explained in a preface or introduction.

3) The importance and use of thesauri to establish search terms.

4) The importance and use of the Library of Congress subject headings in published lists or on BYLINE.

5) The variations and inconsistencies in the use and spelling of names. (authority files)

6) The existence of pertinent subject bibliographies produced by BYU librarians.

Since patrons need to know what they are looking for before they can find it, they need to be taught to first ask the questions "what do I need?" and "what do I already know?" An encyclopedia, dictionary, or basic text may be used to help patrons get a basic understanding of their topic and some basic terms to use in beginning their search. The date of publication, language, and types of source(s) needed are important elements to be considered when determining what is wanted.

The emphasis of reference personnel is to explain the strategy to be used for locating the desired information not to do the searching for them.

e. Instruction in Conventions of Bibliographic Citation

Reference personnel provide help to patrons in the conventions of bibliographic citation, showing how to understand and interpret the citations in published materials and how to cite sources in research papers using the style manuals appropriate to the disciplines served by the reference department in which they work.

f. Assistance in Locating Library Material

In helping patrons find materials in the library, reference personnel give directions to locations or explain the procedures for locating materials not in their place on the shelves. This requires finding from patrons where they have already looked and the reasons they cannot find the material - they only need to be directed to the location, they have already looked for an item and been unable to find it, they may have an incorrect call number, they have misread a bibliographic source, etc. At times the only way to help them is to go with them to the stacks. Care needs to be taken to avoid inconveniencing other patrons waiting for help, satisfying their needs before leaving the desk, or asking for backup assistance at the desk. (See Sect. III.B.12, "Missing Materials Inquiries," p. 3.14.)

2. Individual Specialized Research Assistance

The library subject specialists are available during their backup hours or by appointment to give in-depth help to faculty and students in

research strategies, reference sources, library computer systems, and the availability of appropriate materials in the library's collections. They can also search printed and automated bibliographic databases to determine materials available outside the university and assist researchers to acquire this material.

Reference personnel should be sensitive to patron needs and refer any patrons who need the help of subject specialists to the appropriate librarian. (See Sects. III.B.6., "Research Information Inquires," p. 3.6 and III.C., "Referral of Inquiries," p. 3.15.)

3. Interlibrary Services

   a. Borrowing

      On patron request at General Reference or the Interlibrary Loan Office, the library attempts to acquire research materials for the use of its faculty, staff, and students from libraries located both within and outside the state of Utah. This service may be extended to residents of Utah County upon the discretion of the interlibrary loan librarian. (See Appendix D, "Library Consortia and Networks," p. D.1, for additional ILL information.)

   b. Lending

      The library lends regularly circulating materials without charge to any requesting library. Items needing special loan permission require the approval of the appropriate subject librarian. No copying charges are assessed to libraries with whom we have signed cooperative agreements.

   c. Answering Queries from Other Libraries.

      All reasonable efforts are made to answer queries from other libraries. These inquiries may be directed to any reference department or the University Librarian's Office. Where cooperative reference agreements have been arranged, established screening routines should be followed. Requests from Church headquarters are screened through the Church Library and directed to General Reference. Those from Utah public libraries are generally screened through the State Library.

4. Bibliographic Services

   a. Bibliographic Guides

      The subject specialist librarians in each reference department prepare and update bibliographic guides to introduce patrons to the basic reference sources for most of the disciplines they are responsible for. These guides are distributed to various classes during bibliographic instruction sessions. They are also to be

used by reference personnel at the desk to help patrons find the appropriate reference tools to pursue their research.

b. Custom Bibliographies

Reference personnel generally do not prepare custom bibliographies for patrons. However, patrons should be instructed on the use of the card catalog, BYLINE, RLIN, and other printed and automated systems for obtaining bibliographic citations to develop their own bibliographies. Subject specialists, as part of their faculty liaison responsibilities may provide custom bibliographies from RLIN, BYLINE, or other sources at their discretion.

Telephone or mail patrons should be informed of the availability of the services of researchers in the library who will prepare bibliographies for a fee should their requests for information require extensive searching. (See Sect. II.C.7., "Fee-Based Research Services," p. 2.6.)

c. Current Awareness Services

The library provides ADDLIB, an online recent acquisitions database, that interested faculty or librarians may dial up through the Dataswitch. This database includes records for library materials cataloged over a twelve-month period. The file is updated monthly with the records for the oldest month deleted as the latest month is added. Individual subject specialists may also choose to inform interested faculty members or academic departments of new acquisitions related to their research interests.

5. Document Delivery Services

a. Cataloged and Processed Materials

1) On-Campus Services

Most campus patrons are expected to come to the library to obtain their own materials. However, if telephone reference inquiries from faculty result in finding circulating materials, these can be delivered to their department offices on the Faculty Book Delivery Service if the faculty wish. The materials should be taken to the Circulation Department with the faculty member's name and department.

2) Off-Campus Services

The library provides document delivery services to off-campus patrons only through formal interlibrary loan channels except for deliveries by university courier service to the Church Library. (See Sect. II.C.3., "Interlibrary Services," p. 2.4.)

b. In-process or Unprocessed Materials

Materials received by the library that might be delayed in technical processing are assigned a Fast Cat number and entered on BYLINE with a message stating that the item can be rush cataloged upon request. Patrons can take the title and author from BYLINE to the Circulation Desk, fill out a Fast Cat Request Form, and have tne item rush cataloged. Within two or three days to a week, the item is sent to Circulation where the patron can pick it up. Patrons can also request Fast Cat service for items on order but not yet received. But it may take two to three months before the item can be delivered. No special message appears on BYLINE announcing this service, but reference personnel can inform patrons about its availability.

6. Orientation and Instructional Services

With the goal of helping patrons learn how to help themselves, reference personnel instruct patrons in the proper use of catalogs, indexes, and other reference sources

a. When appropriate for answering brief factual questions.

b. Always when working with more involved research problems that will require patrons to search extensively or to use several sources.

c. In formal presentations in classroom or laboratory settings. (See Appendix F, "Orientation and Instructional Programs," p. F.1.)

7. Fee-Based Research Services

The library does not conduct research for patrons for a fee. However, the library does maintain at General Reference a list of library staff, graduate library science students, and professional librarians who are willing to do paid research. The library only supplies the names of possible researchers and assumes no responsibility for the quality of the results.

## III. Reference Service Policies and Procedures

### A. General Policies and Guidelines for Desk Service

#### 1. General Policy

The primary responsibility of reference personnel on desk duty is to provide direct personal service to patrons who come to the desk for assistance or who call by telephone. (See Sect. IV., "Priorities." p. 4.1.) This service should be provided as promptly, completely, and correctly as possible. Care should be taken to assure that patrons are treated courteously and tactfully and never sent away without

a. Receiving the information or service requested.

b. Being given an explanation as to why the library cannot meet their need.

c. Being referred to another library department or staff member or other nonlibrary source that can meet their need.

#### 2. Staffing

a. Reference Service Schedule

The library is open from 7 a.m.-12 p.m. Monday- Saturday. General Reference is staffed from 7 a.m.-11 p.m. The other reference desks are staffed according to the reference desk service hours schedule established annually by the library administration. (See annual "Schedule of Library Hours" available in each reference department office.) These hours vary according to the university calendar and, in some instances, by library department. Generally, reference desks are open and staffed from 8 a.m.-10 p.m. Monday-Thursday, 8 a.m.-6 p.m. Friday, and 10 a.m.-6 p.m. Saturday. Service hours are posted at each reference desk.

During semester breaks and on official university holidays, the hours are decreased and on some holidays the library is closed. When open during these periods, the library may offer "Limited Services" with only the General Reference desk staffed to provide reference service.

Some library areas, such as Special Collections, Archives and Manuscripts, Photo Archives, etc. have a more restricted schedule. Current Periodicals and Course Reserve is open and staffed all hours the library is open. (See Appendix B, "Specialized Library Collections," p. B.1.)

b. Personnel Assignments

Reference desks are staffed by student reference assistants, paraprofessional department assistants, and department reference specialists. Other professional subject specialists and reference librarians are available for referrals according to a pre-determined schedule within each department and by appointment at other hours.

When necessary, departments may schedule more than one staff member to meet service demands at various times of the day or of the semester. The reference departments assign each professional subject specialist librarian to be on call in the department for reference desk backup for ten hours per week and one night Monday-Thursday 6-10 p.m. during fall and winter semesters. These professionals work at the desk when patron traffic requires it and are otherwise available to provide a higher level of assistance than the reference assistants can give.

Subject specialists when on desk backup should be in the reference area or in their offices with the door open to be as available and approachable to student reference assistants and patrons as possible. They should try to avoid scheduling meetings or other activities that take them away from the area, but should inform the department assistants of their whereabouts and return time should they have to leave.

3. Approachability

Reference personnel on desk duty must be constantly aware of how approachable they appear to library patrons in need of assistance. Being approachable is a first step in encouraging patrons to seek assistance at the desk. Patrons need to be educated to the fact that individual assistance is the primary responsibility of reference personnel on desk duty, that reference librarians are interested in the problems that face library patrons, and that they are willing to help. Since the attitude and behavior of personnel on duty go a long way toward creating an image of the reference service, personnel should strive to make that a positive one.

4. Accuracy of Information

The goal of the library is to provide completely accurate information in response to patron queries. If reference personnel have doubts about their ability to provide accurate information, patrons or their questions should be referred to someone who can provide the information. If reference personnel overhear a colleague giving inaccurate information to an inquirer, they should discreetly inform the colleague to insure that the inquirer receives the correct information.

5. Referrals

Reference personnel, particularly student assistants, must be sensitive to the limitations of their knowledge and understanding of both the subject disciplines they provide reference service for and the library tools, resources, and policies. Patrons should be referred to the paraprofessional department assistants, reference specialists, or subject specialists, or to other library departments as often as necessary. (See Sect. III.C., "Referral of Inquiries," p. 3.15.)

6. Leaving Desk Unattended

Should it ever be necessary to leave the desk unattended for more than a few minutes to assist a reader in the stacks, etc., call for backup assistance, or, if alone, put the sign, "Back in 5 minutes" in a visible location on the desk. The absence from the desk should never be so prolonged as to interfere with the rights of others who are waiting for service. If others are waiting, their needs should be taken care of, or they should be started helping themselves, before reference personnel leave the desk.

7. Slack Period Activity

During slack periods at the desk, reference personnel should work on other assignments - shelve reference books, clean up clutter in reference area, read reference shelves, file cards in catalogs, work on assigned desk projects, examine new reference materials, or work on training assignments. They should walk the reference area occasionally to see if they can assist patrons, particularly to check back on people they have referred to reference sources to see if they are finding what they need. Normally, little time should be spent sitting behind the desk when patrons are working in the area.

Reference personnel must be careful not to become so engrossed in other work that they fail to see patrons waiting at the desk for help or needing help in the reference area. Patron service always takes precedence over any other activity at the desk.

B. Guidelines for Handling Inquiries

1. General Policy

Good judgment should be used in determining which questions should be answered by reference personnel searching for the answer for the patron and which ones are best answered by providing guidance to patrons for searching by themselves.

In the first category are directions, general questions concerning library policies and services, information on library holdings, ready reference questions involving specific facts easily determined from standard sources, requests for help in using library tools or computer

systems, and suggestions for one or two library tools patrons can use on their own to find their answers.

The second category are research questions requiring extensive search through a number of reference tools that require a knowledge of the available reference sources and may take considerable time.

2. Question Negotiation

a. General Principles

The key to satisfying patron needs is to understand as clearly as possible what those needs are. Many patrons have difficulty in expressing their needs, especially in terms of the way in which the library organizes and packages information. Other patrons will pose their first question in positive and well-defined terms, even specifying a particular source. Reference personnel must therefore negotiate with patrons to determine exactly what they need, what the shape of the final answer might be, and how much and what kind of information or material they expect as an answer. Without this information, no efficient and effective service is possible.

The negotiation process should be used to determine the subject of inquiry, its limits, its ramifications, and the focus the patron wants to take toward it. It is also helpful to determine what the patron needs the information for - to satisfy a personal need not related to courses, to answer a specific question or obtain specific facts, to research a topic and write a term paper, etc. It is also helpful to find out something about the status of the patron. Knowing that the patron is a student in a certain class frequently is all reference personnel need to know to understand both the need and the kind of information that will satisfy the need.

Question negotiation requires obvious traits of reference personnel: empathy, a sense of analogy, subject knowledge, knowledge of the collection, and knowledge of the reference sources, computer systems, and library organization.

Feedback from the patron is also essential to the negotiation process to check the progress of the search and to evaluate the results. This can be time consuming. If the student reference assistant lacks the necessary expertise or if the press of other patrons won't allow the time, the patron should be referred to the reference or subject specialists for help. Checking back with patrons from time to time to see if the recommended strategy is proving productive, can also help to ensure their success.

b. Recognizing Inquiries Needing Negotiation

1) Explicit Need for Negotiation

Patrons who couch their inquiries in such terms as, "I need some information on military history," open themselves to further questioning and negotiating by reference personnel. With this opening, reference personnel can readily inquire about specific details, i.e. What aspect of military history are you interested in? What war? What country? Is this for a class assignment? A research paper? Numerous questions of this kind are possible, depending on the kind of responses given by the patron in the interview. Until the exact question or need has been determined, the patron cannot be properly helped.

2) Implicit Need for Negotiation

Patrons who couch their inquiries in such terms as, "Where is your poetry?" or "Where is the **Science Citation Index**?" appear to be asking directional questions. The form of the question implies that patrons know the literature of a discipline, the reference tools, and the way libraries organize information. However, experience has shown that when these patrons are questioned further, they often have neither clearly defined their need or problem nor accurately determined the best sources and research strategy necessary to obtain the needed information. Without determining the specific need or question, directing patrons to the source requested may result in a frustrating waste of time and effort.

Reference personnel seem reluctant to negotiate questions stated in this positive, knowledgeable form, possibly for fear of offending patrons who may know what they need and only want to know its location. But effective reference service requires that both types of questions be negotiated.

3. Directional Inquiries

In giving directions, explanations should be given when possible with reference to appropriate printed aids or floor maps at the desk or other easily recognizable reference points. Before directing patrons to specific locations, it is advisable to try to determine the actual need. A question like "Where is your poetry" may sound like patrons know exactly what they want and just need to know where it is located. When in fact, patrons may have little or no idea how libraries and printed sources organize information on such a broad subject.

4. Library Holdings Inquiries

In giving information on library holdings, reference personnel should never indicate to patrons that the library does not have an item

without fully verifying the items requested and checking the card catalog, computer systems - including RLIN and CRL - and all appropriate collections or sources. If the patron does not want to wait until this can be done or is satisfied with a less-then-complete search, be sure to indicate that it is possible that a more thorough search might locate the material wanted.

When it is definitely determined that the library does not have the requested material, patrons should be referred to Interlibrary Loan, public libraries, bookstores, music stores, etc.

5. Ready Reference Information Inquiries

Answers to ready reference questions should be based on data in standard reference sources whenever possible. The printed information should be shown to the patron, or in the case of a telephone or mail query, the source of the information should be cited. It is not library policy to vouch for the accuracy of a particular answer or source, although reference personnel should be prepared to give some indication of its reliability. The library does not normally cross-verify answers except in the case of obvious discrepancies.

6. Research Information Inquiries

Answers to questions requiring detailed answers or extensive searching for information on broader subjects, perhaps involving several forms of material (periodical articles, books, government documents, etc.) or questions that will require search through a number of specialized sources should be answered not by the reference person doing the searching, but by suggesting to the patron a search strategy. When these more complex, time-consuming questions arise at the desk, reference personnel may need to suggest one of the following alternatives, depending on the workload at the time, knowledge of the subject, etc.:

a. Explain the search strategy to patrons and let them try to find their own answer, checking back to see if they are making progress.

b. Inform patrons that the question will probably take considerable time to answer fully and ask if they can come back for individual help in locating the answer.

c. Refer patrons to the professional librarian assigned as backup at the time or to the subject specialist for the area of the question.

d. Refer patrons to a bibliography already prepared on the subject if one is available.

7. Sensitive Information Inquiries

Inquiries about legal, medical, financial, copyright, or other subjects that patrons may base personal decisions upon should be handled with discretion. Reference personnel should help patrons locate information

on these subjects, but take care not to interpret the material or provide legal opinions or diagnoses, or make recommendations for action, except to suggest that they obtain competent professional assistance from qualified practitioners or officials.

Copyright questions present special problems because patrons often expect library personnel to be experts on such questions. Reference personnel should inform patrons that the library has a number of books and pamphlets on copyright at the Humanities Reference Desk, Level 5, that may help them answer their questions. The Documents and Pamphlet collections also have some circulating materials. Reference personnel will help patrons use the sources but will not determine the copyright status of a work or decide for them whether a given use of a work would be considered legal or acceptable under the doctrine of "fair use."

8. Gift and Order Request Inquiries

   a. Acceptance of gifts.

      Patrons wishing to donate gifts to the library either in the form of cash, books, manuscripts, or other materials should be referred to the University Librarian's Office from 8 a.m.-5 p.m. Monday-Friday. During other hours such patrons should be directed to the General Reference Desk, where any donations other than cash can be condidered for acceptance. People wishing to contribute cash gifts must contact the University Librarian's Office directly.

   b. Patron order requests.

      The library encourages patron requests for materials to be acquired for our collection. A suggestion box is available near the main card catalog where such requests can be deposited. If patrons come to a reference desk with acquisitions suggestions, their requests can be taken if they pertain to a subject housed on that level. If they pertain to another level, they should be referred to that level or informed of the suggestion box location.

9. Examination, Contest, and Scavenger Hunt Inquiries

   Questions relating to take-home exams or study exercises, puzzles, contests, and scavenger hunts sometimes create problems for reference personnel. Generally, the initial approach should be the same as with any other question, direct patrons to probable sources of information, encouraging them to return if the sources prove unsatisfactory. However, since these questions are sometimes obscure and hard to find answers for, when a number of patrons are asking these same questions, it becomes difficult to give individual assistance or instruction in search strategy. If scavenger hunt questions become a problem because of the numbers of people asking for information, report these to General Reference, who may want to call University Police.

If the questions obviously relate to a test the students should be answering on their own, helping patrons find the source(s) needed is as much as reference personnel should do. When a number of patrons are asking the same questions, reference personnel should try to find out from patrons the nature of the assignment and the purpose of the instructor. In some instances subject or reference specialists may want to check with the teacher to find out how much help the library reference personnel should be giving. This is particularly important when the required information cannot be found and students are frustrated. The subject specialist may also be able to suggest alternatives or work out in advance the exact role the library can play in the teacher's instruction. If the teacher doesn't really care how the students get their answers, to conserve reference personnel time the sources containing the required information can be brought to the desk and given to patrons as needed.

The General Reference Department administers three library instruction "tests" that require students to use BYLINE, the card catalog, and various periodical indexes. Since the primary purpose of these "tests" is instructional, reference personnel should make the students' experiences as educational as possible. When students ask for help, reference personnel should not just give them the answer but should help them find the answer on their own by showing them how to use the index or catalog.

In general, the less the question has to do with education or academic research, the more reference personnel should direct patrons immediately to the specific sources containing the answer. In keeping with its general policy, for contest or scavenger hunt questions, the library assumes no responsibility for the correctness of answers.

10. Mail Inquiries

a. General Policy

Library personnel should answer letters as fully as possible when the requested information can readily be obtained. If the inquiry requires extensive research, the inquirer should be informed of the availability of researchers for hire, invited to come here to use the library, informed about the availability of ILL, or referred to a library in their locality that could help with the question. (See Sect. II.C.7., "Fee-Based Research," p. 2.6.)

The library provides a limited number of free photocopies as part of a reply to a letter of inquiry to expedite the reply. For inquiries requiring extensive photocopying, inquirers can be invited to come here to use the materials or be given the bibliographical citation for the sources that have the information with the suggestion that the materials be requested through interlibrary loan at their local library. Respondents should also be aware of the telefacsimile machine at Interlibrary Loan that can be used to respond to patron inquiries when speed is important.

b. Routing and Replies

Incoming inquiries to departments are referred to the appropriate subject or reference specialist for reply. Questions regarding the policies and procedures of the department are handled by the department chairman. Questions regarding the policies and procedures of the library should be referred to General Reference. Inquiries simply addressed to the library should be routed to General Reference for answer or referral to the appropriate library department or other campus unit.

Letters containing survey questionnaires should be referred to the staff member most directly involved with the subject of inquiry. As a professional courtesy, the library generally attempts to respond to survey requests.

All letters of reply are signed by the fulltime professional library staff member answering the inquiry.

c. E-Mail Inquiries

The policies and practices of regular mail inquiries also apply to E-mail inquiries. Generally, responses should also be made by E-mail, but they may also be followed up by telephone or by regular mail, depending on their source and the kind or amount of information to be sent. Inquiries originating from faculty and administration on-campus or from consortia and network sources should receive prompt replies. E-mail inquiries should be routed to the appropriate person or department as for other types of inquiries.

d. Promptness in Answering

Replies should be mailed back to inquirers no later than one week after receipt.

e. Payment for Mail Services

Mail inquiries sometimes include money for service. If photocopying is required in response, this money should be given to the cashier in the Copy Center to pay for the copy work. If no copying is required, the money should be returned to the sender thanking them for their willingness to pay but explaining that we do not charge for reference services.

11. Telephone Inquiries

a. Incoming Calls

Reference personnel should answer the phone promptly, but should keep in mind that service to patrons who have come to the desk takes priority over those requesting service by telephone. When helping other patrons at the desk, reference personnel should

determine the callers' need and ask if they can wait or if they can leave a phone number where they can be called back later with a response to their question. Or the call can be referred to the department assistant, if available, or to the reference specialist or to an appropriate subject specialist.

1) Service Standards

Telephone reference service requires the same standards of accuracy and completeness as any other reference service. In addition, the way in which telephone queries are handled affects the public impression of the university and the library. Reference personnel should practice a pleasing telephone manner and do the following, depending on the nature of the call:

a) Identify the department so callers know immediately whom they have reached.

b) Give personal service by taking time to be polite and helpful.

c) Do not leave a caller holding the line for more than two or three minutes while you search for an answer. Arrange to call the person back or have them call back at a specific time.

d) Follow through on the question. Student reference assistants should be certain that the question is referred to the department assistant so that continuity can be maintained if the students do not have time during their shift or if they are unable to provide the desired information.

The department assistant may choose to refer the question to a subject specialist or to some other library department as necessary.

Since callers often are not familiar with the library organization, questions may need to be referred to other library departments for answers. The General Reference Department particularly should refer subject questions to the appropriate subject reference desk. In referring questions, place the caller on hold and then call the other department to see if they can provide the answer to avoid having the caller sent on a wild goose chase. In some instances, it is best to refer the caller to a specific person by name and title. When transferring a call, always tell callers what the number you are referring them to is in case they are cut off.

e) Get all the details right, including correct spellings, even if you have to ask the caller to repeat. If it is a complicated inquiry, repeat it back to the caller to check

for accuracy. Try to obtain some idea of how much and what kind of information the person needs.

f) Questions referred to subject specialists on the "Reference Referral Form" should be filled out completely. If the caller will be calling back, the subject specialist should fill in the answer portion and return the form to the department assistant or the reference desk prior to the time specified on the form so the answer will be available when the caller calls back. (See Appendix G, "Reference Forms," p. G.2.)

g) When the call is for someone in the department who cannot be reached immediately or if the call to a subject specialist's office is picked up at the reference desk, always offer to take a message. Messages for subject specialists should be taken on the appropriate forms and pinned to their name boards.

2) Service Priorities

Many factors enter into the decision of how much service to provide telephone callers. In general, the library prefers that patrons come to the library in person to do their own research. The guidelines below should help reference personnel use good judgment in making this decision.

a) Answer all questions that can be answered in a few minutes without questioning the status of the caller.

b) Complicated questions or those requiring extensive research can usually be answered better by asking the caller to come to the library. Before offering such an invitation, be certain that the library has the materials to satisfy the need. For most such questions, the call should be referred to the department assistant, reference specialist, or subject specialists, and they should make the invitation based on their professional knowledge of the library sources. If the caller cannot come to the library, the subject specialist librarian may choose to answer the question by mail.

c) Complicated or time-consuming research questions may require reference personnel to consider the status of the inquirer before deciding how much effort to make in answering the question. Requests for information from administration and faculty for official purposes should receive personal service rather than inviting the callers to come to the library themselves. General Reference directs the research and answering of questions from the university administration and Church Office Building personnel. All such questions should be referred to them. Faculty requests for information

requiring research should be referred to the appropriate subject specialist librarian.

3) Paging Patrons

All phone requests for paging patrons should be referred to General Reference. Paging will only be performed in the case of life-threatening or death-pending emergencies. Every effort is made to avoid paging, including having a staff member try to find the person by walking the floor where the person is likely to be found. When necessary, General Reference may ask the floor reference desks to help in this search. (See "Searching for Patrons in Lieu of Paging," Appendix H, "Related Documents," p. H.2.)

4) Checking Public Catalog

Requests for checking the card catalog or BYLINE can be honored if time permits. If a caller plans to come to the library to get the items you have checked for him, bring them from the stacks to the reference desk and hold them there for the caller to pick up. Or inform the caller that the item is not currently available. This is especially important for long-distance callers. Arrange for a specific time for the items to be picked up, preferably on the same day, and if they are not picked up by that time, they should be returned to the stacks. Each item should be clearly marked so all reference personnel can find it when the patron comes.

5) Circulation Information

If a caller needs circulation information about a specific title, BYLINE should be checked. If the information does not appear on BYLINE, reference personnel should do a call number search on the technical services screen (LTLE) to see if it is an unlinked record that will not show up on BYLINE. If the workload permits, reference personnel may check the shelf to see if a desired title is on the shelf.

6) Library Policies

Questions about library policy should only be answered by the receiving reference department if the person taking the call has the required information. Some of these questions may need to be referred to another department responsible for carrying out the activity where information can better be provided. (See Sect. III.C., "Referral of Inquiries," p. 3.15.)

7) Personal Calls

Personal calls to reference personnel should be kept to a minimum in number and length. This is particularly true when

calls come on the reference desk line. The call should be taken on another department line or the staff member should arrange to talk with the caller after working hours.

Calls received at the reference desk phone for specific library staff members should be transferred to the appropriate person or department. Use the library or university phone directory if necessary. If the person sought is a shelver, the call should be referred to the Circulation Department. The University Librarian's Office maintains a current list of all fulltime and parttime employees, and requests for people not in the directory should be referred to them.

8) Emergency and Nuisance Calls

In an emergency situation, such as a bomb threat, try to obtain as much information as possible - location of the bomb, when it will go off, why the threat is being made, the identity of the caller, and if the caller wants the library evacuated. Try to keep the caller on the phone as long as possible. Notify University Police (Ext. 2222) or have someone else notify them while you keep the caller talking. The University Librarian's Office - General Reference after 5 p.m. or on weekends and holidays - should be informed of such calls immediately after calling University Police. (For additional information see "Emergency Handbook" in Appendix H, "Related Documents," p. H.3.)

Nuisance calls should be dealt with as quickly and unemotionally as possible. If a caller becomes obscene, hang up immediately, but softly. The call should be reported to the university operator and their instructions followed.

b. Outgoing Calls

When placing official calls, identify yourself by name and your department affiliation.

1) Long Distance Calls

Only authorized persons may make long distance calls. Long distance reference calls can be returned by or at the direction of reference personnel authorized to make long distance calls.

2) Patron Use of Phones

Telephones at reference desks are for official library business. Patrons needing to use a phone should be referred to the free and pay phones available for their use in the Commons Rooms 2082, 2086 and 4062, and in the Copy Center. If in the process of a reference inquiry, a patron needs to call for additional

information from a faculty member or from a university department, they may make the call from the desk.

In an emergency - a patron comes to the desk ill or needing to call University Police - the person should be allowed to use a phone, but preferably the one in the department office.

Faculty wishing to use a phone should be referred to the phone in the department office.

3) Personal Calls

Reference personnel may use department phones to make personal calls, but not the phone at the reference desk. Such calls should be kept short and infrequent. Personal long distance calls should not be made through the University Infoswitch.

12. Missing Materials Inquiries

a. Reference Books

Reference books should be reshelved by reference personnel throughout the day so they can quickly be found by patrons and reference personnel. If a book is not in its place, not on yellow shelves or tables in the reference area, and not checked out on special loan, the department assistant should be informed so a search can be made to find it. The department assistant should check for several days, and if it is still not found, should inform the reference specialist to decide whether it should be replaced.

b. Stack Materials

Patrons frequently inform reference personnel that they cannot find a book or periodical that, according to BYLINE, is not checked out. Reference personnel should find out where patrons have been looking, how long a time the item has been missing, whether they have checked yellow shelves in the area, and whether they have checked the sorting shelves. In some instances, it may be necessary to go with patrons to check the shelves. Far too often they haven't been looking in the right place. They should also be told that the item might have been taken to the Copy Center or may be at the Circulation Department book processing area to be sent back to the floor. The Circulation Department will check their staging area to see if they can locate an item at the request of a patron.

Before accepting the patron's conclusion that the item is not checked out, it is a good idea to check the BYLINE LTLE screen for circulation information. The patron screen does not always give accurate information on circulation status.

If the item has been missing for several days, the patron can be sent to the Circulation Department to have a "trace" done. This

requires about a week and does not always find the item, but it does assure patrons that the library is trying to help them. Patrons should never get a negative shrug or an "I don't know" when asking for help locating materials. They should always be given information as to where they might look.

13. Amount and Level of Service

The amount of service that can be given at any particular time will vary, depending on such factors as how busy it is at the desk, how many other reference librarians are available to help, etc. What is practical at one time may not be at another. It is important, however, to make every effort to provide adequate service. The following guidelines may help in deciding how far to go:

a. Always try to suggest some sources and specific headings to look under in BYLINE, the card catalog, WilsonDisc or other online system, and appropriate indexes, abstracts, and bibliographies. Encourage patrons to come back if these suggestions prove unsuccessful.

b. If patrons are beginning a search and are unfamiliar with the relevant sources, refer them to a subject specialist or try to arrange an appointment for them to meet with the specialist at a later time. Such a conference will enable the librarian to give much more assistance to an individual student than is possible on the spur of the moment at the busy reference desk. (See Sect. III.C., "Referral of Inquiries," p. 3.15.)

c. If reference personnel are unfamiliar with what sources might be available and needs to investigate when more time is available, arrange for patrons to return to find out what you have found. Or if you are not familiar with the subject, refer patrons to a subject specialist or arrange an appointment using the "Reference Referral" form.

d. When likely sources of information are known but a search of them will be time consuming or require specialized knowledge you do not have, refer patrons to a subject specialist who may be better able to suggest an appropriate research strategy.

e. When the search appears to require a quick check of a large number of potential sources that would be difficult to explain to a patron, you should help patrons check the sources only if doing so will not inconvenience other patrons. Otherwise, get patrons started looking in a few sources and check back with them as time from other patrons permits to review results and suggest additional sources and alternative strategies.

C. Referral of Inquiries

Student reference assistants staff the reference desks during most of the service hours. Subject specialists are available in their offices at

scheduled hours for professional consultation on reference problems and search strategies. They may be consulted at other hours by appointment. The subject specialists should be consulted by the reference assistants or patrons referred to them when the reference assistants are unable to satisfy their needs. It is especially important, if a high level of service is to be maintained, for **reference assistants to recognize their limitations** and refer patrons when their needs require it. Each department has a paraprofessional department assistant, a reference specialist, and several subject specialists to whom referrals should be made. Each department should establish the order in which reference assistants should consult these staff.

1. Referral Options

   a. Department Assistants

      Department assistants are fulltime paraprofessional staff hired primarily to supervise and assist in providing reference service. Routine inquiries and search strategies, locations of materials, library policies and services, computer system operations, and procedural problems should be referred to them. The amount of responsibility given to this person may vary by department, depending on the person's knowledge and experience in the department.

   b. Reference Specialists

      Reference specialists are subject specialists who have their own subject responsibilities but also are familiar with the literatures, the reference tools, and the basic search strategies of the subject disciplines served by the department. They are responsible to see that the department reference services are provided effectively.

   c. Subject Specialists

      Subject specialists are fully knowledgeable about the literature, the reference tools, and the complex search strategies of their assigned subject disciplines. They are also sufficiently knowledgeable about the other subject disciplines served by the department to provide backup to the student reference assistants during assigned backup hours during daytime and evening hours when their help is needed. They also provide a link with academic departments and individual faculty.

   d. Other Library or Non-Library Departments

      Other library or non-library departments may be better able to answer questions than the department receiving the question. When this occurs, the question should be referred appropriately. (See Appendix B, "Specialized Library Collections," p. B.1.)

2. Referral Procedures

a. Referral within the Department

Reference assistants should try to determine as exactly as possible the needs of patrons, assess their own ability to provide the help or information required, and, if they cannot meet the patrons' needs, refer the questions or the patrons to the paraprofessional department assistant, the reference specialist, or the appropriate subject specialist. Each reference department should determine the referral order and inform the reference assistants.

If the appropriate staff member is not immediately available, a "Reference Referral" form should be completed. (See Appendix G, "Reference Forms," p. G.2.) Arrangements should be made with the patron to either return at a specified time for an answer or an appointment with the appropriate subject specialist. Or if they prefer, patrons may leave their phone number to call when the answer has been obtained.

When no one knowledgeable is available in the department, inquiries about general library policies or services should be referred to General Reference or to the library department responsible for the service.

b. Referral to Other Library or Non-Library Departments

If the question relates to another library or non-library department, do not send the patron there unless you are certain that department can provide the needed information or service. If there is any doubt, call the department to see if they can provide the required assistance and then refer the patron to a specific person whenever possible.

D. Handling Problem Situations

The primary responsibility of every library employee is to serve patrons and to help preserve a quiet study atmosphere. Part of this responsibility involves helping to prevent situations or behavior that might threaten patrons, their property, and the library materials they use. Reference personnel, who spend much of their time working with patrons in public areas, play a key role in watching for problems, reporting them, and in many instances helping to resolve them.

1. Problem Patrons

a. Dissatisfied and Disruptive Patrons

Reference personnel must routinely deal with patrons who are dissatisfied with some aspect of the library. Reference personnel are expected to be courteous in helping patrons even when they become angry or verbally abusive. Most problems can eventually be

resolved through patience, following library procedures, and actively seeking solutions to complaints.

However, when patrons cannot be satisfied and their behavior becomes disruptive to library operations or threatening to the security of people or facilities, steps must be taken - calmly and courteously - to solve the problem.

1) Patrons should be informed that by making a public disturbance they are violating library policy. Insist that the person stop or leave the library.

2) If the disturbance continues, try to arrange for the person to see your supervisor with the complaint.

3) If the person refuses to see your supervisor and continues the disruptive behavior, tell the person that University Police will be called.

4) If the disturbance continues, inform your supervisor, who will either respond to the person directly or call University Police. When no back up is available, call University Police (Ext. 2222).

b. Abusive or Violent Patrons

Incidents of harassment or assault occur very infrequently in the library and can usually be avoided through tact, patience, and courtesy. But if an employee or patron is verbally harassed by offensive, insulting, or threatening language or is physically assaulted or attacked, quick action must be taken.

1) If a reference person is harassed, assaulted or attacked or if a patron reports being verbally or physically abused, the person should be taken immediately to the nearest public service point and University Police should be called. The person should remain there until the officer arrives to give details of the incident and to identify the assailant.

2) Reference personnel should not attempt to physically intervene in a confrontation between patrons or attempt to physically confront an offender. The best recourse is to obtain help from University Police (Ext. 2222). If an assailant attempts to prevent the reference person from obtaining assistance from University Police, the reference person should call for help loudly.

c. Unsupervised or Disruptive Children or Minors

1) Small children are permitted in the library when accompanied by an adult who is responsible for their behavior. If a child becomes noisy or is disturbing patrons or damaging materials or

property, the adult should be asked to control the child. If the behavior continues, the adult should be asked to take the child from the library.

2) Minors are permitted in the library only for legitimate use of collections and services. Those who are not in the library for these purposes and/or who are noisy or disruptive should be asked to leave the building. (See "Policy on Noise," Appendix H, "Related Documents," p. H.5.)

2. Patron Complaints

a. Food and Noise

The library and the university administration are committed to maintaining a quiet study atmosphere in the library. Every staff member, full or part time, is expected to cooperate fully in supporting this policy. This includes avoiding making unnecessary noise in performing library tasks and not eating except in designated staff areas. Library employees, including student employees, are encouraged to use the lunchroom on Level 6 rather than eating in department offices, which are considered public service areas. Library faculty and staff may eat lunches in their offices but should do so out of public view.

Since most patron complaints about noise and food are brought to the reference desks, reference personnel should respond as soon as possible to each complaint. Since food consumption is not allowed in the library, reference personnel should give eating patrons the option of taking the food from the building, putting it away, or having it confiscated. (A lunch or food in a sack or lunch box and not being eaten is acceptable.) This policy applies to all public areas of the building including group study rooms, commons rooms, and rest rooms.

Offenders should be treated courteously, but firmly, when asked to be quiet or to remove their food from the library. If they refuse or become antagonistic, the reference person should avoid a confrontation by telling the offenders that University Police will be called to handle the problem. If they still fail to comply, University Police (Ext. 2222) should be called. (See "Food in the Library," Appendix H, "Related Documents," p. H.4.)

b. Objectionable Materials

Occasionally patrons bring materials they consider offensive and not suitable for the library collection to the attention of reference personnel. The library's "Sensitive Materials Policy" recognizes the existence of "a wide range of opinion in what has literary merit or deviates from LDS norms." The complainant should be asked to fill out a "Patron's Request for Reconsideration of a Book in the Harold B. Lee Library" form. The patron should not be told

that this means the item will be removed. The complaint procedure requires that the item be reviewed by appropriate library staff before a decision is made. (For a sample form see the "Locked Case Policy and Procedures," Appendix H, "Related Documents," p. H.17.)

c. Physical Facilities

On occasion, lights in the building do not come on or burn out or a toilet becomes plugged and overflows. When these or other problems with the physical facilities are reported to the reference desks, the student reference assistants should report these to the department assistant, or to whoever the department chairman specifies, so they can be phoned into the University Librarian's Office for action by the custodial staff. If the problem is reported after 5 p.m. or on Saturdays, the problem can be called into University Police (Ext. 2222). However, if there is no threat of flood or fire, it is probably sufficient to leave a note for the department assistant to check on the problem the next morning and to report it should the problem still exist. Some of these problems will be solved by the custodial staff in their regular cleaning prior to the library's opening.
Broken chairs or other furniture may be reported or brought to the reference desks. These items should be taken to the department office so patrons will not be injured and referred to the department assistant who calls the University Librarian's Office and leaves a message for the custodians to pick up the pieces for repair.

3. Lost and Found

The library participates in the university lost and found program. Each morning at 7 a.m., Lost and Found Department personnel take all unclaimed items to the Lost and Found Office, 118 ELWC. During the day as lost items are turned in or patrons inquire about lost items at the various reference desks, they should be sent to General Reference. Wallets, purses, and keys should be taken to General Reference as soon as possible. Under no circumstance, should reference personnel at a reference desk call people to tell them their lost items have been found. Only Lost and Found personnel should make such calls. Patrons should never be told that a lost item is at General Reference. They should only be instructed to check there to see whether the lost item is there or not. If not, General Reference will refer them to the Lost and Found Office in the ELWC.

A variation to the above policy is used for lost ID cards. These are handled like regular lost and found items, except that they are sent daily from General Reference to the ID Center, 333 ELWC, not to the Lost and Found Office. A list of all cards sent to the ID Center is kept at General Reference.

4. Theft of Patron Property

The most frequent security problem in the library is theft of personal property, such as purses, wallets, backpacks, textbooks, and calculators left unattended. The most effective control of this problem is prevention.

a. Warning Patrons

Whenever the opportunity arises, patrons should be cautioned about leaving their property unattended even for a few minutes while they look for materials in the stacks. This should be done courteously and helpfully. When unattended belongings are found by reference personnel, the "You could have been RIPPED OFF," cards can be left to remind patrons to secure their property. (For example see Appendix H, "Related Documents," p. H.6.)

b. Being Observant

Reference personnel should also be observant of suspicious behavior, such as people walking around the library scanning study tables or peering into offices or work areas rather than seeming to be using library materials or services. Sometimes younger groups of non-BYU students from the community have been involved in thefts. Being observant of these groups or behaviors, particularly if the same people seem to be wandering around at different times, may help prevent thefts or solve thefts previously reported.

Suspicious persons should not be confronted but should be reported to University Police (Ext. 2222). Reference personnel should be prepared to describe the persons in detail and their last known whereabouts.

c. Reacting to Reported Thefts

If a patron reports a suspicious person or theft of personal belongings, reference personnel should call University Police (Ext. 2222). The person reporting the theft should be asked to remain at the reference desk until the security officer arrives, usually within two to five minutes. The officer will need to interview the person to obtain details of the crime.

Sometimes patrons bring wallets or purses they have found in rest room trash cans to the reference desks. University Police (Ext. 2222) should be called if it appears that these have been stolen. Stolen items need to be distinguished from merely lost and found items.

5. Mutilation or Theft of Library Property

Mutilation and theft of library materials and equipment results in a significant loss to the library. As with other theft problems, being

observant and taking precautions to secure equipment or employee personal belongings can help reduce these losses.

a. Mutilation

Intentionally defacing or destroying library materials is a criminal act. Sometimes, patrons will even underline reference books in the presence of the reference person. Reference personnel should ask them to refrain from this practice and should be observant for other acts of mutilation in areas of the library where this often occurs.

1) Likely Targets

Likely targets are news, photography, fashion, and other popular magazines and books dealing with sexual topics or those heavily illustrated with photographs, drawings, or paintings of nudes. Class assignments also lead to mutilation when they require students to compile illustrated journals or ask for copies of articles.

Many instances of mutilation or defacing materials occur through thoughtlessness, such as underlining names, titles, or passages in books. This occurs as patrons refer to reference books, sometimes in the presence of reference personnel.

Mutilations most often occur in secluded areas with little traffic. Mutilators motivated by prurient interests often will tend to have large numbers of magazines with them looking for provocative pictures or text.

2) Reporting

Reference personnel observing suspected mutilation taking place or receiving reports from other staff members or patrons should call University Police (Ext. 2222) to report the incident and wait for the officer to arrive. If it is possible to keep track of the offender unobtrusively, reference personnel should try to do so, but should not confront the offender directly.

Mutilated materials should also be reported even when the offender is not known. Because mutilators tend to use the same areas of the building repeatedly, the library and university police may be able to place the area under surveillance with a greater likelihood of apprehending offenders.

Mutilated materials found by reference personnel or brought to the desk by patrons should be reported to the department assistant, who will consult with the appropriate subject specialist to see about replacing the damaged material.

b. Vandalism

Acts of vandalism such as graffiti on walls, marred furniture, and defaced signs not only detract from the beauty of the building but require hundreds of dollars in repairs annually. Reference personnel should be observant as they work in public areas of the library for suspicious teenagers or young adults, particularly in groups, who appear not to be using library materials or services. Observed or suspected vandalism should be reported to University Police (Ext. 2222) immediately, but reference personnel should not confront offenders.

A new form of vandalism occurs from time to time when computer hackers invade databases and software programs on library computers and make the systems inoperative or produce garbled data. Reference personnel should be alert to patrons who seem to be spending an excessive amount of time playing around with computers and terminals in the reference areas without seeming to be producing productive results.

Suspicious patrons should be observed and reported to department reference specialists or department assistants for action. University Police (Ext. 2222) should be called to handle the problem.

c. Theft of Library Property

1) Books or Library Materials

The library uses the tattletape system for detecting stolen materials, but not all materials are tattletaped and some patrons will remove the tape from items they wish to steal. Reference personnel should be observant in watching for people who appear to be concealing books and report them to the exit control employees (Ext. 5481). A detailed description of the suspect can alert them to the problem and apprehend them as they attempt to leave the library.

2) Equipment and Employee Property

Offices and reference areas contain valuable equipment. Reference personnel should be suspicious of anyone in a non-public area who does not appear to have a legitimate reason for being there. In most instances, the person may be only lost or curious and simply asking them politely if they need directions or assistance will solve the problem. But if you are suspicious or if the same person is there more than once, University Police (Ext. 2222) should be called.

Reference personnel should take precautions to secure their own personal property while on duty. Just having them in an office does not guarantee their safety. Keeping office doors closed

or locked when no one is there or during evening hours when only one person is staffing the desk is advisable.

The library provides an authorization form that must be signed by authorized reference department staff to allow library personnel or other authorized persons to take personal property or library equipment through the exit controls. (See "Library Exit Control Memo," Appendix G, "Reference Forms," p. G.5.)

6. Emergencies

Emergencies include energy failures, water leakage and floods, accidents by staff or patrons, acute medical problems, fire, crime or vandalism, explosions, weather extremes, earthquakes, and bomb threats. In extreme situations, these events may require an evacuation of the building. The policies and procedures for reporting and handling emergencies are outlined in the latest version of the library's "Emergency Handbook." (See Appendix H, "Related Documents," p. H.3.) All reference personnel should be familiar with its contents through periodic review. Each reference department should review the manual at least annually in a staff meeting and participate in all library practice drills.

Each reference department has been issued a cabinet containing emergency equipment - flashlights, bullhorns, electrical extension cords, sheets of plastic, fire extinguishers, etc. All reference personnel should be aware of the location of this cabinet in the department and know how to use each of the items of equipment.

Each level of the library has an area marshall appointed from among the reference department professional staff to direct the activities of the staff in emergency situations. This person is also responsible to see that all personnel assigned to the area are trained in emergency procedures and that the emergency equipment is stocked and kept in good working condition.

Should the elevator alarm sound indicating that the elevator is stuck, reference personnel should report this to General Reference.

7. Exhibitionists and Voyeurs

Infrequently, library patrons and employees, most often females, become the victims of people with anti-social or sexually deviant tendencies. The most common offenders are exhibitionists, who deliberately expose themselves, and voyeurs or "Peeping Toms."

When patrons or employees report these offenses to the reference desks, reference personnel should immediately call University Police (Ext. 2222). The person reporting the incident should be asked to remain at the reference desk until the officer arrives to provide the details necessary for action. As with other criminal offenses, reference personnel should not confront or attempt to locate offenders themselves unless they can be observed unobtrusively.

## IV. Priorities

### A. General Policy

Priority is given to all activities involving direct service to library patrons. Supporting activities, although essential to maintain the quality of these services, must take a second place. This principle applies to all reference personnel including subject specialists when serving as back up to the desk. Computer searches and group instruction activities also have a high priority for subject specialist librarians and will be conducted by appointment with the appropriate librarians, preferably at times that will not conflict with their responsibilities for reference desk service.

### B. Service to Individual Patrons

#### 1. First Priority

As a general rule, service to library patrons who come to the reference area takes priority over any other activity. Reference personnel should make a determined effort to schedule appointments, meetings, and supporting activities around their reference desk duties.

#### 2. Scheduling During Busy Periods

To meet patron demand, two or more library reference personnel should be available for the desks during peak hours and days. The number may vary by department. In addition, a subject specialist librarian should be on call in the department as backup to the assigned reference desk personnel 9 a.m.-5 p.m. Monday-Friday and from 6 p.m.-10 p.m. Monday-Thursday.

#### 3. Telephone Inquiries

Patrons who come to the reference desk take priority over those who call on the telephone or who have left an inquiry at the desk. An exception to this rule would be telephone inquiries from other reference personnel in the library.

#### 4. Priorities Among Waiting Patrons

When two or more patrons need help, the person waiting the longest should be helped first. If it appears that the answer to the inquiry will take more than one or two minutes or will require reference personnel to leave the desk, they should see if others waiting may have needs that can be handled quickly at the desk and take care of those, if this is agreeable to the first patron.

5. Pending Reference Queries

If the immediate needs of readers who are in the library or who are telephoning are being adequately taken care of, next priority should be following up on inquiries previously placed on hold. All such inquiries should be dealt with by the reference person receiving the inquiry as soon as time allows. If the question cannot be answered by the person who accepted it, it should be referred to the department assistant or the reference or appropriate subject specialist on a "Reference Referral Form." Reference referrals should be answered by the time specified on the form or within twenty-four hours, excluding weekends or holidays.

6. Instructional Services

Library and bibliographic instruction has the second priority among tasks performed by personnel with reference responsibilities. The principle of teaching a man to fish rather than feeding him fish should be embraced by all reference personnel. Subject specialists and reference librarians are expected to seek opportunities to instruct both individual patrons and classes. (See Appendix F, "Orientation and Instructional Services," p. F.1.)

## V. Circulation Policies and Patron Categories

### A. General Policy

The Brigham Young University Library was created primarily to serve the teaching and research needs of the university community. But it also serves as a resource to its supporting institution, The Church of Jesus Christ of Latter-day Saints, to members of library consortia and networks with which it is affiliated, and to the local community.

All patrons who come to the library are given access to the collections and services generally available to any patron. Some collections and services, however, are restricted and may be limited to certain categories of patrons.

The major restriction imposed on non-university affiliated patrons is circulation privileges. These are governed by the following policies.

### B. Patron Categories

#### 1. Full Service Patrons

Students, faculty, and staff of the university and their spouses and dependent children.

Administrative officers of the university and General Authorities and headquarters staff of the Church.

Special fee-card patrons, who purchase a permit to allow them circulation privileges.

#### 2. Limited Service Patrons

Faculty and students from institutions with which the Lee Library participates in shared resource consortia, such as UCLC, RLG, and OCLC. (See Appendix D, "Library Consortia and Networks," p. D.1.)

All others.

### C. Regular Circulation Privileges

Library patrons with a currently validated university identification, spouse, or dependent card are allowed to check out library materials. Students and faculty with current ID cards from other Utah colleges and universities (UCLC) also receive circulation privileges. Non-university patrons may purchase a special fee permit at the Circulation Department for circulation privileges.

1. One-Week Loans

   Juvenile Collection materials are checked out to all classes of patrons for one week only.

2. Two-Week Loans

   Undergraduate students, staff employees, special fee patrons, and spouses and dependents of university employees and students can check out circulating library materials for two weeks.

3. Eight-Week Loans

   Graduate students can check out circulating library materials for eight weeks.

4. Four-Month Loans

   Faculty and administrative staff employees may check out circulating materials for four months. (See "Faculty Loan Policy," Appendix H, "Related Documents," p. H.7.)

5. Overdue, Fine and Replacement Policies

   The library does not assess a fine for overdue regular circulating materials for the first through seventh days. On the eighth day, the fine is $2.00 and continues to increase .25 cents per day. Fines are assessed all classes of patrons except faculty and administrative staff.

   The charge for lost materials is the actual replacement cost of the item plus a $15.00 processing fee. Exceptions may be made for low-cost paperback items from the Sampler Collection.

D. Special Circulation Privileges

Special loan privileges are generally given only to members of the university community and not to consortia or network members or fee-card holders. Special loans can only be transacted at subject reference desks and not at the Circulation Department. The checked out materials are also returned to the place where they were checked out, except that items from other floors checked out at General Reference after hours should be returned to the reference department of the floor on which the items are shelved.

1. Reference Books.

   The books within the reference collections are basically restricted to in-house ready reference use and circulate only by permission of the reference specialist or appropriate subject specialist and for very limited time periods. When permission is granted, they are checked out on "Special Loan Permission" slips at the individual reference desks. (See Appendix G., "Reference Forms," p. G.3.)

2. Locked Case Materials.

Locked case materials circulate for a maximum of two weeks, but longer periods for faculty and graduate students may be negotiated depending on the needs of the patron and the demand for the item.

Locked case materials circulate according to the Special Loan Circulation Policy or, for periodicals, the periodical circulation policy in effect for other periodicals in the library.

Locked case materials can only be signed out during regularly scheduled hours at the subject reference desk where the materials are housed using the "Special Loan Permission" or "Periodical Loan Permission" slips (see examples in Appendix G, "Reference Forms," p. G.3). These materials must be returned to the same desk or to the General Reference Desk if returned during hours when subject reference desks are closed. (See "Locked Case Policies and Procedures," Appendix H, "Related Documents," p. H.9.)

3. Periodicals

Periodicals are considered non-circulating materials, but may be checked out for short periods on "Periodical Loan Permission" slips from the subject reference desk on the floor on which they are housed. (See Appendix G, "Reference Forms," p. G.3.) Generally, periodicals circulate only overnight from 9 p.m. to 9 a.m. However, the reference or subject specialists at the individual reference desks may decide the number of volumes that may be checked out at any one time, the length of the check out period, and the time of day they may be taken. This will vary from floor to floor and title to title according to patron demand for the periodicals requested.

When the subject reference desks are closed, periodicals may be checked out for overnight use only at the General Reference Desk and should be returned by 9 a.m. the next day to the desk where the materials are housed.

4. "Do Not Circulate" Materials

Library materials stamped "Do Not Circulate" may be checked out on "Special Loan Permission" slips (see Appendix G, "Reference Forms," p. G.3) with permission of the reference or subject specialists at the reference desk on the floor on which these materials are housed.

5. Vertical File and Unprocessed Materials

Miscellaneous uncataloged materials kept by the various reference departments may be checked out on "Special Loan Permission" slips (see Appendix G, "Reference Forms," p. G.3) according to policies established by each department.

6. Maps

Individual sheet maps may be checked out for a maximum of two weeks at the Social Science, Maps, and Documents Reference Desk or at General Reference after Social Science Reference is closed. "Do not circulate" maps are governed by Sect. 4 above.

7. Microforms

Some microforms may be checked out on "Special Loan Permission" slips (see Appendix G, "Reference Forms," p. G.3) at the subject reference desk that has responsibility for these items. Individual restrictions may be set at each desk. Microforms belonging to the Utah Valley Regional Family History Center and the Government Documents Department are intended for in-house use only and are not allowed to circulate.

8. Overdues and Fines

When items circulated on "Special Loan Permission" or "Periodical Loan Permission" slips become overdue, reasonable efforts should be made by the department assistants to secure their return. A telephone call should be the first step. If contact cannot be made by telephone or the patron does not respond, an overdue notice letter should be sent. If the patron does not respond at this point, the matter is turned over to the Circulation Department for further action. An exception to this procedure is faculty special loans. Faculty are not assessed fines. (See "Special Loan Fine Procedures," Appendix H, "Related Documents," p. H.18.)

Grace periods or exceptions to fines are granted at the discretion of the reference specialist or department assistant at each reference desk. When a fine is assessed, the normal rate is $1.00 per day per book. The date/time due, date/time returned, and amount of fine are written on the back of both copies of the charge slip. The soft copy is given to the patron with instructions to pay the fine promptly to the cashier in the Copy Center. The hard copy is given to the department assistant. When the fine is paid, the cashier validates the soft copy and returns it to the department assistant who matches it with the slip retained by the department. If a validated slip is not returned to the department after one week, the department assistant mails a notice of library fine to the patron. If the patron does not respond, the matter is turned over to the Circulation Department for further action.

E. Confidentiality

With all of the above materials, confidentiality of loan records must be maintained to protect the privacy of patrons. No circulation information may be divulged by any employee. Exceptions to this policy can only be made by the library administration.

## VI. Library Catalog and Computer Systems

### A. Card Catalog

The main card catalog is located in the south wing of Level 3 and contains author, title, and subject cards for materials added to the university libraries through 1985. The General Reference Desk has the main responsibility for assistance with card catalog questions, but personnel at all other reference desks should understand its basic content and arrangement so that proper referrals can be made. The holdings of the Law and Tanner Libraries and the Learning Resource Centers are also generally included in the card catalog. Manuscript items are not listed here, and patrons should be referred to the Archives and Manuscripts Department, Room 5030, for those items. Some government documents are listed in the catalog, but most are not. Patrons should be referred to the Social Science, Maps, and Documents Reference Desk for help in locating documents. Sampler items are not listed in the card catalog, but are on BYLINE.

### B. BYLINE

The computerized catalog is referred to as BYLINE and provides an author, title, subject, and keyword index to the holdings of the BYU libraries for materials added since 1978. Items added between 1978 and 1985 are included in both the card catalog and on BYLINE, while those added from 1986 on can be found only on BYLINE.

BYLINE provides bibliographic information, call number, location, and circulation status. BYLINE terminals are located throughout the library and all reference personnel should be trained to instruct patrons in their proper use.

Keyword searching can only be done on authorized public access BYLINE terminals clearly marked with "Keyword" or by logging on to NOTISK on terminals or computers connected to the dataswitch.

### C. RLIN

The RLIN (Research Libraries Information Network) database contains the automated catalog records of over 36 U.S. special and academic research libraries and the Library of Congress. RLIN includes most titles cataloged at BYU since 1978. When BYLINE is down, does not give sufficient information to locate an item in the library, or does not yet show a recently cataloged item, RLIN can be used to locate titles. The information provided includes bibliographic data and an indication of which libraries hold copies in their collection. RLIN terminals are available at the reference desks on each level of the library. The computer applications librarian can provide instructions on how to access some special databases on this system. (For additional information on special databases see Appendix D, "Library Consortia and Networks," p. D.1.)

D. CD-ROM Systems

The library currently has several indexes available for automated searching on CD-ROM. The WilsonDisc indexes cover art, humanities, general periodicals, science, social science, business and the **MLA Bibliography** (literature and language) and are located at the reference desks responsible for those individual topics. The **Business Index** is in the Tanner Library. A CD-ROM index for ERIC (education) is also available on Level 1. **Books in Print** and **Ulrich's Periodical Directory** are found on Level 6 in the Bibliographic Department. Additional CD-ROM programs will be acquired by the library as they become available.

E. InfoTrac

This CD-ROM system indexes popular magazines and business journals. The articles from many of the business journals are available on microfilm. A reader/printer enables patrons to make copies of these for .10 cents per page. This system is available only in the Tanner Library.

F. CARS

Short for Computer-Assisted Research Services, CARS provides online computer searches of over 300 periodical indexes and abstracts, plus databases for books, dissertations, conference papers, etc. A fee is charged for these searches, which varies according to database(s) accessed and the number of references retrieved. Patrons wanting searches performed should be referred to the reference desk responsible for giving reference to the subject of the search. The CARS office, located in room 3228 HBLL, can also refer patrons to the appropriate searcher. Similar services are available in the Tanner Library and the Law Library.

G. Servicing Machines

The reference specialist at each reference desk will train reference personnel to load printer paper, change ribbons, and to work with the computer terminals in correcting minor operational problems and to recognize when to call for specialized help. The Computer Applications Librarian should be called for software problems and the Library Business Office for hardware problems. When the BYLINE system goes down during the regular work week, Monday through Friday, 8 a.m. to 5 p.m., reference personnel should immediately call the LRC at 4582 or 4581 to report the problem. If the system goes down on weekends, holidays, or after 5 p.m. on weekdays, reference personnel should immediately report the problem to the Circulation desk personnel. To find out the status of the system, reference personnel should call General Reference.

H. Errors on Computer Systems

As with all computer systems, BYLINE does have incorrect, missing, or garbled information that confuses patrons. Whenever reference personnel discover such problems in a computer record, this should be reported to the Catalog Department. Reference personnel should fill out the yellow "Byline

Online Catalog Error Report Form" or print out a copy of the record and circle the problem. These should be given to the department assistant, who will send them to the Catalog Department. (For sample form, see Appendix G, "Reference Forms," p. G.4.)

Reference personnel needing help in interpreting codes or in understanding messages on BYLINE records, should call the Computer Applications Librarian, Ext. 6766, or, if unavailable, the Catalog Department.

## Appendix A

## Library Reference Departments

1. Social Science, Maps, and Documents Reference (Level 1)

   The Social Science, Maps, and Documents Reference Collection includes reference materials for Education, Psychology, Family Sciences, Social Work, Sociology, Political Science, International Relations, Economics, Military Science, Sports, Recreation, and Folklore. A few basic law and some retrospective business sources are available. For current business reference sources and extensive law reference materials patrons will need to use the Tanner and Law libraries.

   Statistical data are also available for topics in these disciplines and for all geographic areas of the world. Public opinion surveys and study guides for occupation exams are also in this collection.

   The Documents Reference Collection includes research aids for U. S. Government information (censuses, codes, laws, statutes, etc), some foreign government reference sources, and several commercially published guides and indexes to government materials. State and municipal documents not in BYLINE can be located in the State and Municipal Documents Catalog.

   The Map Reference collection contains bibliographies and indexes to several types of maps. The atlases and gazetteers in the Map Collection are also used as reference sources for locating geographic information, even though "reference" is not part of the call number. The Map (card) Catalog provides a geographic approach to the Library's flat map acquisitions through December 1986. Subsequent entries are in BYLINE. State and regional indexes for the topographic maps are in the map cabinets.

   Currently the department offers the **Social Sciences Index** and **ERIC (Current Index to Journals in Education** and **Resources in Education)** on WilsonDisc CD-ROM, and an RLIN terminal that can be used for patron searches. CARS searches can be arranged at the reference desk for subjects handled on Level 1.

2. Science Reference (Level 2)

   The Science Reference Department provides reference services and collections in physical sciences (chemistry, physics, astronomy, geology), life sciences (biology, botany, zoology, microbiology), applied sciences (agriculture, animal sciences, range science, mathematics, statistics, medicine, nursing, industrial education, technology, clothing and textiles, computer science, food science and nutrition, home economics), and engineering.

   Special services and materials provided by the department include help in finding pictures of birds, animals, fish, insects, etc. Do-it-yourself encyclopedias, handbooks, and manuals for auto repair, home repairs, etc.

and standard lab and technical manuals are available in the reference collection and book stacks. An index to the standard bibliographies on medical and scientific subjects can be found at the reference desk by asking for the "Pathfinder File."

BYLINE and the main card catalog list the materials on the floor but a card catalog listing science materials is located in the Science Reference area. This catalog is a partial duplication of the main card catalog on Level 3 and can be accessed by author, title, or subject for materials cataloged through August 1987. Other finding aids include the WilsonDisc CD-ROM **Applied Science and Technology**, **General Science**, and **Biological and Agricultural** indexes and a public access RLIN terminal. CARS searches for science and technology can be scheduled at the reference desk. A computer terminal at the reference desk also contains a listing of the holdings for the Utah Valley Regional Medical Center Library, and there is a published union list of serials for all medical libraries in hospitals and medical and nursing schools in Utah.

3. General Reference (Level 3)

The General Reference Department provides a central contact point for the library where patrons may be helped with basic research, instructed in the use of the card catalog and BYLINE, or referred to more specialized areas of the library. Since the telephone number for General Reference (378-2926) is listed as the number for general library information, they transfer many calls to other departments in the library.

When the University Librarian's Office is closed, General Reference personnel handle emergency, maintenance, or security problems in the building. They also handle paging requests and lost and found items. All these problems or requests should be referred there.

The General Reference department houses two collections--General Reference and Biography Reference. The General Reference collection consists of multi-disciplinary sources that do not fit into a specific subject area and tools of a broad, general nature. This includes the most recent editions of all the general encyclopedias, such as **Britannica**, **Americana**, **World Book**, and other general English-language encyclopedias and their yearbooks and older general encyclopedias in various foreign languages. This collection also includes telephone directories for many U.S. cities in paper copies and an extensive collection for additional cities on microfiche.

Biographical dictionaries and encyclopedias that provide brief information on people who have lived in a particular geographic region or who have been prominent in various subject disciplines are in the Biography Reference Collection south of the General Reference desk, except for those on art, music, literature, and performing arts, which are in the Humanities Reference Collection on Level 5.

Important finding aids include general periodical indexes (such as **Readers' Guide** and **Poole's Index**), newspaper indexes to major U.S. newspapers and the London **Times**, indexes to book reviews, indexes and abstracts to doctoral

dissertations (including a card catalog listing all theses and dissertations completed at B.Y.U., the University of Utah, and Utah State University), bibliographic sources for major countries (such as the **National Union Catalog** and **British Museum**) and book catalogs for major libraries around the world (such as the British Library and the Bibliotheque Nationale).

Currently, the department provides Reader`s Guide on WilsonDisc CD-ROM, a patron access RLIN terminal, and a number of BYLINE terminals near the card catalog. In addition, the superseded discs for the WilsonDisc CD-ROM indexes from the other reference departments of the library are sent here for use by patrons when the other department systems are unavailable. CARS searches for broad, multi-discipline or cross-disciplinary subjects and databases can be arranged at the Reference Desk.

4. History/Religion Reference (Level 4)

The History/Religion Reference Department provides reference services and collections in history, religion (biblical studies, Mormonism, Judaism, Christianity), philosophy, archaeology, geography, travel and tourism, biography, anthropology, Indians of North and South American, and Genealogy.

Specialized services and materials include an LDS Quotation File, Scripture Citation Index, History Book Review Index, and Bibliography of Indians of the Americas. The reference collection is especially strong in genealogical materials for use by both BYU students and the general public.

The department has no CD-ROM indexes, but it does provide a patron access RLIN terminal. CARS searches for subjects on this floor and Level 5 can be arranged at the reference desk.

5. Humanities and Arts Reference (Level 5)

The Humanities and Arts Reference Collection includes reference materials for art, graphic arts, literature, languages, music, theatre, film and television, library science, journalism, and general works, and also includes the collective biographical sources for literature, language, music, art, and performing arts. The Juvenile Reference Collection is a separately named collection housed in the reference area and includes a non-circulating collection of Newbery and Caldecott medal books.

Special services and materials provided by the department include art reproductions, film reviews, illustrations of home styles and house plans, access to archival collections of music scores, collections of mysteries, westerns and science fiction, the Juvenile Collection, and a historical collection of older children's books.

BYLINE and the card catalog list most of the materials located on the floor, but special finding aids include card catalogs for music scores and recordings and the Juvenile Collection. In addition the department provides analytic indexes for musical recordings, the Primrose Viola Collection, songs in published collections, early sheet music, popular songs, short stories in English and several Western European languages,

one-act plays, fantasy and science fiction, movie reviews, and art reproductions in the locked case art books. The Juvenile Collection Card Catalog contains cards for materials cataloged through August 1987. Some subject cards are still being filed in the Music and Recordings Catalog. But BYLINE must be used for more recent acquisitions in these catalogs.

Currently, the department offers the **Humanities Index**, the **Art Index**, and the **MLA Bibliography** on CD-ROM along with a patron access RLIN terminal. CARS searches for the department are performed by the reference specialist on Level 4 and patrons should be referred there for that service.

## Appendix B

## Specialized Library Collections

1. Locked Case

Each of the subject levels has a controlled access area designated as a "locked case." The LC call number determines which locked case area the materials are housed in. These areas are maintained to house library materials not sufficiently protected from damage or mutilation in the open stacks. Generally, the materials selected for inclusion are agate books (12 cm. or smaller in height); books with fragile paper or bindings; irregularly shaped materials in unusual containers or bindings difficult to shelve in open stacks; portfolios of loose plates; books and periodicals containing loose materials such as slides, diskettes, audio cassettes, etc, and illustrated works or works whose intellectual content make them subject to mutilation. The purpose of these collections is to protect the materials, not to prevent their use. (See "Locked Case Policy and Procedures," Appendix H, "Related Documents," p. H.9.)

These materials can be requested at and circulate as special loans from the reference desks on levels 1, 2, 4, and 5. (See Sect. V.D.2., "Locked Case Materials," p. 5.3.)

2. Government Documents

The Government Documents Library is a selective depository for the U.S. and Canadian government documents and a full depository for Utah state government documents. The library also collects documents from other selected states and municipalities to provide further information on the functions and services of the government at different levels in the United States. Publications by the League of Nations, United Nations, and the Organization of American States complete the documents collection and provide insight into the operation of these international organizations. The combined coverage of these various collections makes it possible for the Documents Library to offer information on virtually any subject or in any format, i.e., books, journals, pamphlets, microforms and computer software.

Reference service is provided by the Social Science, Maps, and Documents Reference Desk on Level 1. Difficult questions are referred to the librarians in the Documents and Maps Department. If documents librarians are unavailable, a "Reference Referral" form can be completed and submitted to the Documents and Maps Department for later response.
Finding aids include BYLINE, the State Documents Card Catalog, the **Monthly Catalog**, the main card catalog, and other specialized indexes and bibliographies.

3. Maps

The Map Collection consist of flat maps, folded maps, microform maps, atlases, gazetteers, cartographic journals, bibliographies and directories.

All areas of the world are represented and a large variety of subject matter.

Reference service to the Map Collection is provided by the Social Science, Maps, and Documents Reference Desk. Difficult questions are referred to the maps librarian. If the maps librarian is unavailable, a "Reference Referral" form can be completed and submitted to the Documents and Maps Department for later response.

Finding aids include the Maps Card Catalog, BYLINE, the main card catalog, a geographic index to LC classification, gazetteers, and specialized indexes.

4. Special Collections

The Special Collections Department contains books, periodicals, journals, and other materials in named comprehensive author and subject collections for which the library has assumed a special research and preservation interest. The unique nature, content, or collective value of these materials demands that their use be regulated. Many items here are rare, fragile, scarce or of high monetary value. Also here is a copy of theses and dissertations completed for graduate degrees at BYU that can be used when the open-stack copy is not available.

The collections in this department have been given special names, which precede the call numbers in the library catalogs, including Rare, Vault, Presses, Whitman, Rowe, Melville, Burns, Hafen, Mormon, Americana, Utah, BYU, and others. Materials in these collections generally do not circulate and must be used within the area. Some have additional restrictions on their use because of their rarity or condition.

Finding aids for items in these collections include BYLINE, and the main card catalog, and an author/title card catalog in the department.

Reference assistance is in Room 4040 and is available all hours the department is open: Monday-Friday 8 a.m.-5 p.m., Wednesday to 9 p.m.; Saturday 9 a.m.-2 p.m.

5. Archives and Manuscripts

Archives and Manuscripts preserves primary sources in their original form for historical research, including such materials as correspondence, diaries and journals, literary manuscripts, notes and research files, photographs, maps, financial and legal documents, videotapes, sound recordings, computer tapes and printouts, and motion picture film. Publications of selected donors and of the university are also preserved. Broad subject areas documented in the collections are the history of BYU, Utah, Mormonism, the American West, arts and communications in America, American and English literature, women, Mesoamerica, freedom and politics in the United States, and selected aspects of western civilization.

Access to the collection is through Room 5030, Monday-Friday, 8 a.m.-5 p.m. Reference personnel are available during all open hours. Finding aids include BYLINE and RLIN for cataloged manuscripts. Other aids in the repository include a card catalog, registers and inventories of the major collections, and specialized indexes.

6. Microforms

The Microforms Collection consists of a wide variety of materials on many subjects - federal census records from 1800-1900 and for a few states for 1910 and other years, back runs of newspapers, journals, magazines, monographic reprint series, genealogical films, etc. - produced in microfiche, microfilm, or microcard formats. However, not all microform materials in the library are housed here. Many maps, government documents, and all ERIC ED records on microform are located in the Level 1 microforms room and near the reference desk. Most maps on microforms are housed in the Map Collection on Level 1. Other microform collections are kept at other subject reference desks.

Materials in the collection are indexed in the main card catalog, on Byline, in published indexes, registers and catalogs in History/Religion Reference and in the Microforms area, and the Genealogical Library Catalog (GLC). The area also has reader printers for making copies from both microfilm and microfiche.

The collection is located in the west end of the south wing on Level 4 in space shared with the Utah Valley Regional Family History Center. Reference assistance is given at the Microforms Service Desk 8 a.m.-11 p.m., Monday-Saturday.

7. Current Periodicals and Course Reserve

Current Periodicals/Course Reserve (CPCR) houses two important library collections, the unbound current periodicals and materials placed on course reserve by professors to improve the accessibility and availability of heavily used titles. This department occupies the west end of the north wing, Level 3.

Reference assistance is available at the CPCR Service Desk all hours the library is open, including until 12 midnight. Call numbers for subject-specific periodicals are available upon request to facilitate patron browsing. Finding aids include the Serials Catalog on microfiche and online and the Course Reserve Card Index arranged alphabetically by the name of the professor who placed the item on reserve and a NOTIS Reserve Module for staff use. The periodical indexes and abstracting services are available only in the various subject reference departments.

a. Current Periodicals

The latest issues of most periodicals currently subscribed to by the library are shelved by call number in Current Periodicals. They generally remain here from three months to a year, depending on their

binding frequency, until they are picked up and sent to the bindery. When bound, they are housed in the regular stacks by call number. A few titles are marked "Locked Case" to protect them from misuse and must be asked for at the service desk.

Current issues of newspapers from all over the world are also housed in CPCR. Titles for which the library purchases microfilm, remain here until the film is received and processed. The others remain here for about three months before being routed to faculty members or academic departments interested in them. Except for the latest issue, the newspapers are kept at the Service Desk.

Current periodicals do not circulate; however, if conditions warrant, they can be checked out for a short time to be taken to the Copy Center, or a faculty member may check them out for 24 hours.

b. Course Reserve

Course reserve materials consist of supplementary texts or other materials requested by professors to be reserved for use by their students in a given class. When the class is completed, reserve materials are returned to the regular library stacks, except for some titles that are used regularly every semester.

Reserve items circulate for limited periods. "Restricted Reserve" items can be used for two hours in the CPCR only. "No Circulation" items can be used for any length of time in the CPCR. "Two-Hour Reserve" items can be checked out of the room for two hours only or overnight two hours before closing time and until two hours after opening time the next morning. "Two-Day Reserve" items can be checked out of the room for two days.

Fines are assessed for overdue items at the rate of $1.00 for any part of the first hour overdue plus $1.00 for any part of each additional hour. A ten-minute leeway on the time due is the only grace period allowed. The maximum fine is $20.00 per item.

8. Learning Resource Centers

Three campus LRCs function under the direction of the library - the Library LRC, the Kimball Tower LRC, and the McKay LRC. The primary focus of the LRCs is to offer curriculum and course support to the academic departments. All stock a variety of audio-visual materials such as audio cassettes, video cassettes, slides, films, film loops, filmstrips, media kits, and computer software. All equipment necessary for utilizing these items is available at each LRC. These LRCs also receive television programming and offer course-reserve materials.

a. Library LRC

The Library LRC, the largest of the three centers, contains materials on a wide variety of subjects, provides non-print course reserve

materials, and serves as the main LRC headquarters. It also provides group viewing rooms as well as individual carrels. IBM and Apple II computers are available on which patrons can run educational software programs. The Library LRC also provides direct lines for video and audio transmission to the two other LRCs.

The library's large collection of musical recordings (records and compact discs) is also housed here. For students needing to follow musical scores while listening to the recording, three listening carrels with direct phone service to the LRC are available on Level 5. Patrons need to ask at the Humanities Reference Desk to obtain headphones and authorization to use these carrels.

Finding aids include BYLINE, the General Media Card Catalog, a catalog of all materials in the collection except for records and pictures. A Records Catalog and an index to the picture collections help patrons access these materials. Reference service and a catalog for music recordings is also available at Humanities Reference, Level 5.

The Library LRC occupies most of the south wing on Level 2. Service and reference assistance is available Monday-Friday 7 a.m.-9:45 p.m. and Saturday 8 a.m.-9:45 p.m.

b. Kimball Tower LRC

The Kimball Tower LRC provides curriculum support to the College of Nursing; College of Family, Home and Social Services; Career Education; General Studies, and Student Life. In addition to regular audio-visual services, this centers also provides print and non-print course-reserve materials; college and university catalogs on microfiche; the Nursing Index (floppy disk); a variety of computer programs, e.g. **Speed Reader**, **Resume' Writer** and **Nutripractor**; and four listening channels from the Library LRC. Special equipment and facilities include nursing trade tools, a nursing lab (emergency room), and two computer labs.

Finding aids include BYLINE and indexes to the entire collection available at the reference desk.

This center is located in Room 100 on Level 1 of the Spencer W. Kimball Tower. Reference assistance is available all open hours of the center, Monday 8 a.m.-7 p.m., Tuesday-Thursday 8 a.m.-10 p.m., Friday 8 a.m.-7 p.m., and Saturday 9 a.m.-3 p.m.

c. McKay LRC

The McKay LRC provides curriculum support to the College of Education. In addition to regular audio-visual materials and services, this center has globes, tests, maps, models, transparencies, games, flash cards and charts. An uncataloged collection of elementary and high school textbooks arranged by subject, then publisher, and then grade level enables patrons to review current textbooks. The center also provides

a print and non-print course-reserve collection for education classes and rental typewriters, ditto machines, and autoharps.

Finding aids include BYLINE for all books, excluding the uncataloged textbook collection, and a card catalog for all other items in the collection.

This center is located in Room 160 in the north end of Level 1 of the David O. McKay Building (MCKB). Reference assistance is available all open hours of the center, Monday and Friday 7:30 a.m.-6 p.m., Tuesday-Thursday 7:30 a.m.-8 p.m., Saturday 9 a.m.-1 p.m.

9. Pamphlets

The Pamphlet Collection is a file of articles, pamphlets, brochures, etc. on current events and popular news topics. It is located in General Reference on Level 3 in file cabinets near the main card catalog. Items are filed alphabetically by subject heading with a subject card in the main card catalog referring patrons to this collection. Reference help is available at the General Reference Desk. These items circulate through the Circulation Desk.

10. Sampler

The Sampler Collection supports the leisure reading activities of the university community. It is primarily a paperback collection of popular adult and young adult works, with emphasis on fiction in its various subgenres - science fiction, romance, Gothic, fantasy, mystery, detective, Western, historical fiction, and popular classics. Some popular nonfiction and current best sellers are also included. These books are uncataloged and labeled only with a five-digit accession number.

Reference assistance is available from General Reference on Level 3. All titles in this collection are listed on BYLINE. A card catalog for the collection, arranged by author, is also kept in the bottom drawers of the Theses Card Catalog in the General Reference area next to the CARS office. To aid browsing, the collection is arranged in broad categories by literature type, e.g. fantasy or romance. These books can be checked out at the Circulation Desk.

The collection is located in an enclosed area across from the south library entrance on Level 3 and furnished with cushioned chairs for patron recreational reading. It is accessible during all open hours of the library.

11. Asian

The Asian Collection contains materials on philosophy, religion, social sciences, arts, languages, and the literature of East Asia written in Chinese, Japanese, and Korean. It includes books, newspapers, journals, and a variety of reference materials. The Asian Reference Collection consists primarily of vernacular language materials, plus bilingual dictionaries and other reference books.

Finding aids for the collection are a card catalog for books added to the collection previous to 1983 and the CJK (Chinese-Japanese-Korean) Computer system for books added after 1982. Books added after 1982 are also listed in romanized form on BYLINE.

This collection occupies the east end of the north wing on Level 1. Reference service is available from the Asian Studies librarian in Room 1066, Monday-Friday, 8 a.m.-5 p.m.

12. Ancient Studies

The Ancient Studies Collection provides research and reference materials in English, Arabic, Latin, Greek, Hebrew, Coptic, Egyptian hieroglyphics, cuneiform, Assyrian, Akkadian and other lesser known languages. The collection is primarily for faculty and graduate students in Classic and Near Eastern Studies, but undergraduates may also use these materials when necessary. The materials collected here consist of concordances, dictionaries, inscriptions in the original languages, the collected works of ancient authors, and several graduate-level periodical indexes. Early Christian material is well-represented by the Latin and Greek church fathers in three sets of patrologiae.

Finding aids include BYLINE, for all items added since 1978, and a card catalog, for items added through 1985.

This non-circulating collection is housed in room 4060 in the northeast end of the north wing on Level 4. Authorized faculty and graduate students are issued keys to the room. Others needing access should check with the Ancient Studies Librarian, Room 4222, or the Ancient Studies Office, Room 4012, or the History/Religion Reference Desk.

13. Welsh and Arabic

The small Welsh and Arabic collections bring together books written in these languages on any subject. A few English translations are included.

Reference assistance is available from the History/Religion Reference Desk on Level 4. Finding aids include BYLINE and the main card catalog.

These collections are housed in the northeast area of the south wing on Level 4 in adjacent stacks.

14. World Classics

The World Classics Collection contains English language copies of well-known literary classics and great books from the time of classical Greece to the present. The collection includes the writings of literary giants, such as Plato, Shakespeare, Dickens, Emerson, Hawthorne, Thoreau and Twain and many others.

The collection is housed on Level 3, west of the Sampler Room near the main card catalog. The collection is cataloged on BYLINE and can be checked out from the Circulation Desk.

Reference assistance is available from the General Reference Desk.

15. Technical Services

The Technical Services Reference Collection contains reference works heavily used by the Bibliographic and Catalog departments for bibliographic verification and cataloging copy. This collection is also available to library patrons who might need the same kinds of information. The most useful sources to patrons are likely to be the latest editions of books in print publications for the U.S., Britain, Canada, France, Italy, Spain, Africa, Germany, and international; the **British National Bibliography, Cumulative Book Index** (CBI), **Publishers Trade List Annual** (PTLA), **Book Publishing Record** (BPR), **Bookman's Price Index**; directories of micropublishers, ISBN numbers, and serials; **National Union Catalog** (NUC), annual and cumulative **Library of Congress Catalogs**, and publisher catalogs and brochures. The U.S. **Books in Print** and **Ulrich's Periodical Directory** are available on CD-Rom.

The Catalog Department also has a complete set of the Library of Congress Classification Schedules. The Catalog Department also maintains the library shelflist, a card file arranged by call number showing the holdings of the library. This file can be checked to verify library holdings in person or by calling the Catalog Department, Ext. 4406.

This collection and services are housed in Room 6380 on Level 6. Bibliographic Department staff provide patron referral service from 8 to 5 Monday-Friday.

16. Utah Valley Regional Family History Center

The Utah Valley Regional Family History Center (UVRFHC) has a collection of L.D.S. genealogical indexes, pedigree charts, family group records, the Family Registry and other L.D.S. sources. The collection also has local and family histories, probate and land records, biographies, diaries, genealogical journals, U.S. military records, census records, passenger lists and indexes, autobiographies, directories, local histories, and vital records.

One-hour research classes are held throughout the day on the 2nd & 4th Sundays. Free genealogy classes are offered during the fall and winter once a week in the evenings for ten weeks. Tours are conducted each 2nd & 4th Sunday every half hour as needed.

Finding aids include the genealogical library catalogs, registers, and indexes.

Other services include photocopying from books (.05 cents) and from microfilm or microfiche (.10 cents); the sale of work forms to help in extracting and

recording information; and a loan service for borrowing microfilms and microfiche from the Church Family History Library in Salt Lake.

The UVRFHC is on the west end of the south wing on Level 4 with the same hours as the library. In addition, the UVRFHC is open the 2nd and 4th Sunday of every month from 9 a.m.-7 p.m. A joint Microforms and UVRFHC service desk is staffed by library employees and volunteers from the UVRFHC 8 a.m.-11 p.m., Monday-Saturday.

17. Law Library

The Law Library supports curriculum and research for the J. Reuben Clark Law School. In addition to law materials, the library is a selective law depository for federal government documents and a Utah documents depository. Lee library patrons needing legal materials or reference service should be referred to the Law Library. Circulating materials here can be checked out by any BYU faculty or student.

Reference assistance is available on Level 3 from 8 a.m.-10 p.m., Monday-Saturday. Finding aids include BYLINE (for all monographs), the Monthly Catalog (for government documents), a Utah documents card catalog, the Serials Catalog, a government documents shelflist, online legal database searching services on LEXIS, NEXIS and Westlaw, and the WilsonDisc **Index to Legal Periodicals.**

The Law Library is located in the J. Reuben Clark Law Building, north wing, levels 1-4. The library is open 7 a.m.-10 p.m. Monday-Friday and 7 a.m.-11 p.m. Saturday.

18. Tanner Library

The Glenn and Olive Nielson Library, commonly referred to as the Tanner Library, provides curriculum and research support to the School of Management. Its collection consists of journals, books, reference books, newspapers, microforms, computer databases, and course-reserve materials related to business. Current journals and newspapers are retained for two years, after which they are sent to the Lee Library collection. The Lee Library houses the retrospective research materials on business and management on Level 1.

Special services and publications provided include CARS searches, LEXIS/NEXIS, NIKKEI (Japanese Business News index), Market Center (current stock reports), business indexes on CD-ROM, and a microfiche reader/printer. The library has two video players for use with classroom materials. Also, within the Tanner Library is the Ernst and Winney Tax Research Library.

Reference assistance is available all open hours. Finding aids include BYLINE, microfiche Serials Catalog, and Infotrac, and Newspaper Index.

The Tanner Library is located in the north section of Level 4 of the N. Eldon Tanner Building. It is open Monday-Thursday 7 a.m.-11 p.m., Friday 7 a.m.-6 p.m., and Saturday 8 a.m.-11 p.m..

19. Bean Museum

The Bean Museum Library collection provides research support for the faculty and students of the Biology and Agriculture Departments and Bean Museum curators. But this non-circulating collection is available to anyone needing the service and materials provided.

The collection emphasizes botanical and zoological taxonomic and systematic literature including monographs, serials, and offprints. Some special items in the collection include a microfiche reader/printer, an offprint collection of materials describing and naming new plant and animal taxa, microfiche copies of 5000 key botanical taxonomic monographs from the 18th and 19th centuries, and microfiche copies of other important botanical writings.

All items in the library, other than the offprint collection, are cataloged on BYLINE. A separate card catalog indexes all offprint items. Other finding aids include the microfiche Serials List and a card catalog for books added to the collection prior to August 1985.

The Bean Museum Library is located in room 390 on Level 3 of the Monte L. Bean Life Science Museum. It is open Monday-Friday 10 a.m.-5 p.m. Reference assistance is available during all open hours.

20. Jerusalem Center Library

The Jerusalem Center Library in Israel houses materials to support the study abroad program of the center. About 95% of the items in the collection are duplicates of materials housed in the Lee Library. The Jerusalem Center materials are included on BYLINE, and patrons should be instructed to get the call number for the items in the Lee Library.

## Appendix C

## Special Library Services

1. Commons Rooms

   To help resolve the problem of noise in the library, rooms 4062 and 2086 have been designated as "commons rooms." They have been furnished with lounge furniture and public telephones where patrons who want to relax or talk with friends without disturbing others can go. Reference personnel should refer noisy patrons to these rooms when they act on noise complaints or when they find patrons creating a problem with their talking.

2. Group Study Rooms

   The library provides a number of group study rooms for student use. A reservation sheet is kept in the north foyer on Level 3 near the exit control desk, where students may sign up one day in advance. Noisy groups should be referred to these rooms when they feel they need to study orally with others. Since the number of rooms is limited and in heavy demand, particularly near the end of the semester, patrons should be advised to sign up early. These rooms are intended for student study sessions only. Interviews and promotional or business meetings are prohibited.

3. Faculty Study Rooms

   The library provides study rooms for faculty members who need to be in the library to research and write. These rooms are reserved in the University Librarian's Office. Reference personnel are purposely not given information about who is assigned to these rooms so that faculty can do their research undisturbed by students who want to talk with them. Only the University Librarian's Office can reveal this information. Periodically, librarians should check these study rooms for library materials not properly checked out.

   At times, a faculty spouse may call a reference desk asking for a message to be given to a faculty member in a given study room. This service may be given by the reference department at the discretion of the reference specialist.

4. Graduate Carrels

   Specific study carrels and lockers in the library are assigned to graduate students working on theses or dissertations. Students requesting information about carrel reservations should be referred to the Circulation Department, which handles carrel assignments.

5. Blind Study Rooms

   Several rooms on Level 3 south of the card catalog have been set aside for blind or other handicapped students who need the assistance of readers to

help with their studies. Students requesting information about these facilities should be referred to Handicapped Student Services, 390 SWKT, Ext. 2767. Additional library services to the blind and physically handicapped are offered through the Utah State Library. The Handicapped Student Services can provide blind students with information about these and other services available.

6. Student Lockers

Scattered throughout the book stacks are lockers that can be rented by students. Graduate students with assigned carrels are given first priority, but after a certain date each semester, the remaining lockers are rented to undergraduate students on a first-come, first-served basis. The Circulation Department announces several days in advance the date when these lockers can be rented. Interested students should be referred to Circulation for specific details.

7. Copy Center Services

a. Copy Services

The copy center has available a number of self-service copy machines for which patrons obtain an auditron from the cashier's desk. Staff-operated machines can make duplexed copies, collate, copy on a variety of colored paper stock and regular or bond paper, card stock and make transparencies for overhead projectors. Prices range from .05 cents per copy on regular paper to .45 cents for a transparency. The price per copy is reduced for a large number of copies. The center can also make colored copies or transparencies for $1.25 for regular size to $2.95 for a transparency. (All prices are subject to change.) Patrons can also use self-service paper cutters and a self-service heavy-duty stapler that staples thick sheaves of paper with ease.

b. Typewriter Rentals

Rental typewriters are available at the rate of $1.20 per hour or .02 cents per minute.

c. Computer Rentals and Laser Printing

Rental IBM and compatibles and MacIntosh computers are available at $1.50 per hour. Patrons must purchase a Patron Card for a one-time fee of $2.50 to use a computer. Laser printers are also available for both types of computers. The cost for IBM computer printing is .06 to .08 cents for regular or bond paper respectively. MacIntosh printing is .15 cents for all types of paper. Patrons may have printing done without a Patron Card, but the cost per page is increased by .05 cents.

d. Cashier

The library cashier operates from the Copy Center. Patrons needing to pay fines or get change as well as pay all Copy Center charges must do

so at this desk. They will also find here a dollar bill change machine and a pencil and pen vending machine and can also purchase paper. A dollar bill and five dollar bill changes machines are also available in Current Periodicals Course Reserve.

e. Public Telephones

A pay telephone and a free phone for public use are on the north wall of the Copy Center. Additional public telephones can be found in rooms 2082, 2086, and 4062. A pay phone is also located on the wall at the east end of the circulation desk.

8. Group Meeting Rooms

The Friends Room (3080A) and the Reynolds Room (6225) can be scheduled by library groups and groups related to the library for meetings and programs. Both rooms are scheduled through the secretary in the University Librarian's Office. The Reynolds Room can also be scheduled for class instruction in library use.

## Appendix D

## Library Consortia and Networks

The library belongs to several consortia and networks that provide significant service enhancements to library collections and services. The following have particular significance to reference services, and reference personnel should be familiar with their basic purposes and services to library patrons.

1. Association of Research Libraries (ARL)

   The Association of Research Libraries (ARL), is an association of the major academic and other research libraries in the U. S. and Canada. Membership in this association is based on the size of library collections and the graduate and research programs offered by the institution. It conducts studies, develops plans, and coordinates collective action among its members to help research libraries meet the ever-increasing demands for research materials and services.

   Most ARL services do not relate directly to reference service, but its programs help the library in improving the management of its collections and services.

2. Research Libraries Group (RLG)

   The Research Libraries Group (RLG) represents an effort by research libraries in the U.S. and Canada to improve the ability of researchers to locate and retrieve research information on all subjects. Its focus is to increase the sharing of research resources among libraries in the face of growing demands for research materials and the recognition that increases in library purchasing power are unlikely.

   RLG offers several programs particularly relevant to reference services:

   a. Research Libraries Information Network (RLIN), the shared resources database, provides online bibliographic records of the holdings of member libraries, enabling researchers to search by author, title, or subject relevant materials not at BYU. (See Sect. VI.C, "RLIN," p. 6.1.)

   b. Interlibrary loan privileges have been expanded and liberalized over the conventional ILL policies, and loan requests can be sent out online and receive priority handling at member libraries to improve speed of service.

   c. Reciprocal on-site access privileges have been extended to any qualified constituents of member institutions.

   d. Electronic mail "reference liaison" between member libraries assists reference librarians at member libraries in solving problematic reference

questions, using the local collection strengths and subject expertise of particular members.

e. Online Conspectus service that describes in standardized terms the depth of collections on various subjects among member libraries helps researchers determine the major library collections for a given subject. This is part of a Collection Management and Development Program to assure that needed research materials on all subjects are being collected at a research level by assigning primary collecting responsibilities to member libraries.

f. Special databases improve online access to materials in a number of subjects. These include East Asian vernacular languages; AVERY, an index to architecture periodicals; SCIPIO, an art sales catalog database; ESTC, the Eighteenth Century Short Title Catalog; and databases on music, law, medical and health sciences, and archives, manuscripts and special collections materials.

Some of these services are offered by each of the reference desks in the library through use of the RLIN terminals. Others are handled by the Interlibrary Loan Office. Subject specialists should be familiar with these systems and services to provide effective consultation with patrons who may be able to benefit from these services.

3. Center for Research Libraries (CRL)

The Center for Research Libraries (CRL) in Chicago provides access through ILL to materials that complement and supplement the collections of the major research libraries of North America. The focus of its collections is on little-used materials not generally available in research collections. As such, it is an important part of the ILL services offered by the library.

CRL collections are likely to be of greatest interest to faculty or graduate student researchers. Subject specialists should be familiar with the holdings and the procedures for accessing this important research service. General Reference or the ILL Office will help in requesting desired items. The CRL catalog is available as a special file on NOTIS and can be accessed on dataswitch terminals. The machine readable portion of CRL's catalog is also available on RLIN.

4. Online Computer Library Center (OCLC)

Similar to RLIN, OCLC offers the world's largest online database of library bibliographic information. It provides a shared cataloging program, acquisitions programs, and, most important to BYU, a resource sharing program through which the Lee Library obtains many of its interlibrary loans from other libraries throughout the county.

5. Bibliographical Center for Research (BCR)

The Bibliographical Center for Research, Rocky Mountain Region (BCR) links libraries in the mountain-plains region to automated literature databases, to major computerized bibliographic cooperatives, and to each other's resources. Through membership fees paid by the Utah State Library for all libraries in the state, the Lee Library receives lower rates for its CARS online bibliographic database searching on DIALOG, Wilsonline, and BRS; free loans through the OCLC ILL system, and training for reference, ILL, and other staff through BRS traveling training programs.

6. Utah College Library Council (UCLC)

The Utah College Library Council (UCLC), a consortium of all academic libraries and the State Library in Utah, provides significant benefits to member libraries. Its major effort that affects reference services is the reciprocal borrowing agreement by which current student and faculty cards are honored for borrowing privileges by all member libraries. The consortium also operates a shuttle service between the university libraries on the Wasatch Front to expedite the transfer of ILL materials or materials borrowed directly from another library and returned through the ILL office.

7. Utah Network of Cooperating Libraries (UNCL)

This organization established by the Utah State Library fosters multi-type library cooperation among the libraries of Utah. Its major accomplishment has been to provide funding for reimbursing on a per-item basis the member libraries, such as BYU, who loan more items than they borrow within the state.

## Appendix E

## Professional Library Associations

The library encourages its staff members to join and actively participate in professional organizations as part of their commitment to professional development. The following organizations are those to which most staff members belong. Some members belong to other special interest associations as well. While these organizations do not contribute directly to reference services in the Lee Library, they do sponsor programs and research opportunities that contribute to the training and knowledge of the professional librarians involved in reference service.

1. Utah Library Association (ULA)

   The Utah Library Association is the state association organized to (a) promote library services and librarianship in all types of libraries in the state of Utah, (b) to provide opportunities for professional involvement of all persons engaged in any phase of librarianship within the state, (c) to formulate standards and principles for libraries in the state, and (d) to provide continuing education programs for Utah librarians and library employees.

2. Utah Educational Library Media Association (UELMA)

   The Utah Educational Library Media Association is an association of librarians, teachers, and others involved in school librarianship. It's objectives are similar to those of ULA.

3. Mountain Plains Library Association (MPLA)

   The Mountain Plains Library Association provides an opportunity for librarians from all types of libraries in ten Western states to join together in promoting library services and the professional development of librarians within the region. It also provides a forum for the sparsely populated West to join together in promoting nationally the interests of libraries in the constituent states.

4. American Library Association (ALA)

   The American Library Association with over 35,000 members is the largest and oldest library association in the world, having been organized in 1876. It exists to promote and improve library service and librarianship and to encourage and provide lifelong learning services to all. Its extensive publishing program provides professional literature and useful reference sources for librarians and libraries. The association and its sub-units also establish standards and guidelines for library services and promotes intellectual freedom and legislation in support of individual rights and privacy. Its impact on librarianship is enormous, providing the profession

with a national forum to address significant issues affecting librarianship in all types of libraries.

5. Other Associations

Individual librarians belong to such professional associations as the American Conservation Institute (ACI), Association of American Archivists, Association of Intermountain Archivists, Western Association of Map Libraries, Music Library Association, Committee on East Asian Libraries of the Association for Asian Studies, and others.

## Appendix F

## Orientation and Instructional Programs

The library provides four instructional programs to assist students and faculty in learning to use library resources for their research. All subject specialists are expected to promote their bibliographic instruction services to reach as many faculty and students as possible.

As part of the noise control program of the library, tours of the library or group instruction in reference areas have been prohibited. Group instruction should be given in offices, group study rooms, classrooms, or the Reynolds Room. These rooms may be scheduled by the University Librarian's Office or General Reference.

Reference personnel on desk duty are often called upon to provide the detailed, how-to-use instruction for many of the reference sources discussed by the subject specialists in their lectures or by General Reference personnel in their class instruction program. Consequently, it is the responsibility of the subject specialists and the General Reference librarians to prepare the other reference personnel to provide the help needed by students from these classes.

1. Lower-Division Program

   The lower-division program is offered through English 115 courses to freshmen and some sophomore students. This program treats (1) the organization of the library, (2) how to use the card catalog and BYLINE, (3) how to use periodical and newspaper indexes, and (4) how to conduct basic research using a background study approach that moves from general sources to increasingly more specific sources. The librarians team teach with the English instructors during a two-week research strategy unit to reinforce the concepts and the importance of the unit in the students' minds.

   The assignment requires the students to use specific library tools as they do research on a topic selected from a list developed by the library. Each class meets in the LRC where a library staff member, using a video program prepared to replace on-site instruction in the library, teaches the research strategy for completing the assignment. The Background Study assignment sheets are purchased from the Cashier in the Copy Center.

   Reference personnel should understand the basic program, the assignments, and the research strategy involved in this assignment to enable them to provide assistance to students in the program when they ask for help at the reference desk. (See "Instructor's Guide to English 115 Library Unit," for further details.)

2. Upper-Division Program

   The upper-division program is included as part of the course requirements for English 312, 315, and 316, courses emphasizing research and writing

skills. The students select their own topics from their major field, and the subject specialist librarians provide a bibliographic guide and a one-hour introduction to the specialized library resources for their major discipline. These instruction sessions are scheduled in advance of each semester so instructors can give the schedule to their students. Students unable to attend a given lecture can meet with the subject specialist for personal instruction.

3. Course-Integrated Bibliographic Instruction

Library subject specialists are available to faculty for classroom lectures on library resources and research strategies useful to research in the subject matter of the course. These lectures can also include introductions to and demonstrations of the library's computer systems and automated bibliographic retrieval services.

At a more intensive level, faculty and librarians can work together to develop library assignments that support the educational objectives of a course. The library becomes a lab in which the student becomes involved in independent learning requiring discovery, analysis, and application of the course objectives. Joint planning between the subject specialist and the instructor can produce a variety of library assignments.

4. Library Systems Workshops

The Computer Applications Librarian provides training programs and workshops to instruct patrons and staff on how to use the library computer systems. These are ongoing, and new programs are offered as new systems or enhancements are introduced. These sessions are scheduled for the Training Room, 3362.

## Appendix G

## Reference Forms


1. Reference Referral Form G.2
2. Special and Periodical Loan Permission slips G.3
3. Online Catalog Error Report Form G.4
4. Library Exit Control Memo G.5

## Reference Referral

Name _____ Referred by _____ Date _____

Status: Student _____ Faculty/Staff _____ Other _____

Please Call by _____. Phone _____

Patron will return _____

Question: _____

_____

_____

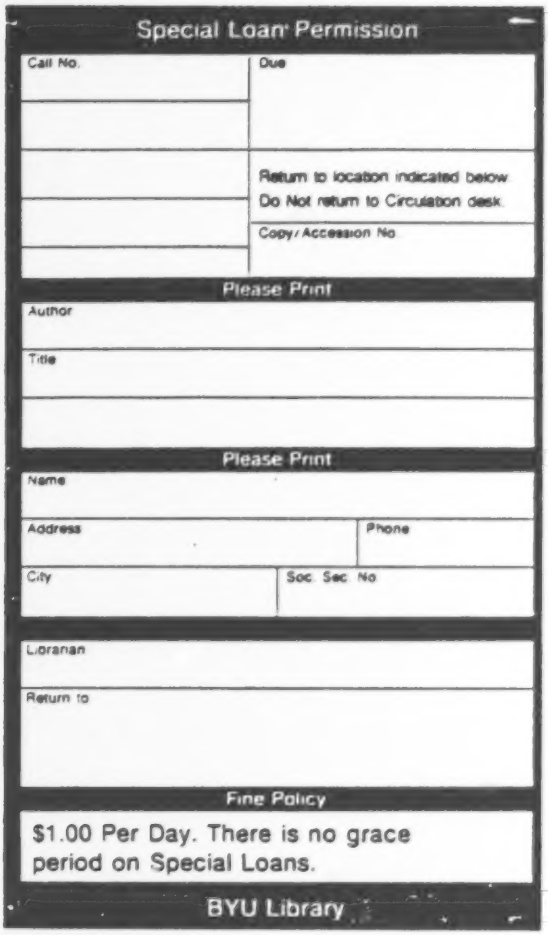
_____

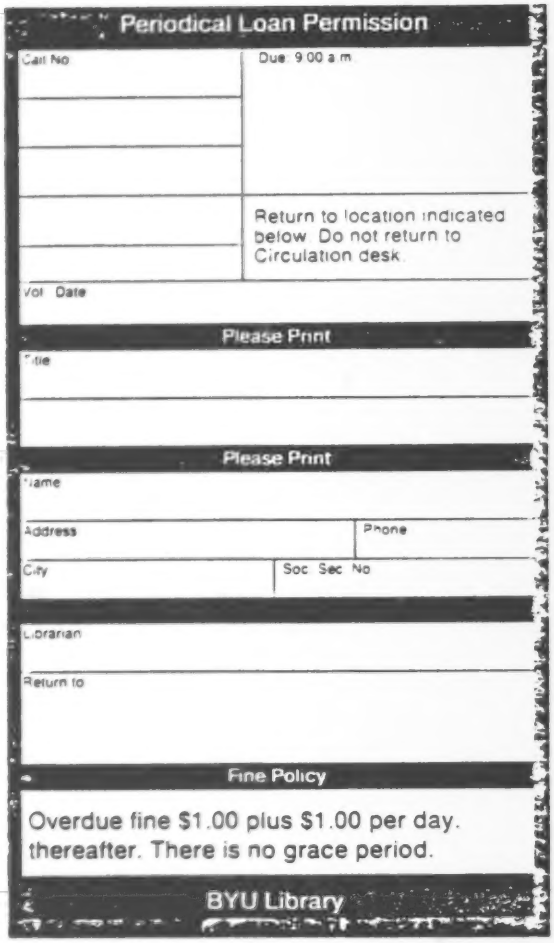
Sources Checked/Results: _____

_____

_____

_____


Special Loan Permission
Call No.
Due
Return to location indicated below
Do Not return to Circulation desk
Copy / Accession No.
Please Print
Author
Title
Please Print
Name
Address
Phone
City
Soc. Sec. No
Librarian
Return to
Fine Policy
$1.00 Per Day. There is no grace period on Special Loans.
BYU Library


Periodical Loan Permission
Call No
Due: 9:00 a.m.
Return to location indicated below. Do not return to Circulation desk.
Vol. Date
Please Print
Title
Please Print
Name
Address
Phone
City
Soc. Sec. No
Librarian
Return to
Fine Policy
Overdue fine $1.00 plus $1.00 per day. thereafter. There is no grace period.
BYU Library

**BYLINE**

**ON-LINE CATALOG ERROR REPORT FORM**

Date:

Person reporting error:

Department:

Circulation record:_____ Fully cataloged record:_____ (please check one)

NOTIS Record #_____

Author/Title:

Error: (Be as specific as possible. Indicate both <u>how</u> the record appears and <u>what</u> it should say.)

LIBRARY EXIT CONTROL MEMO

From: _____ To: Exit Control Clerk Date: _____

(Dept.)

_____ is authorized to remove these items from

(Name)

the Library: _____

_____

_____

_____

_____

If there are any questions you may call me at _____

_____

Authorized Signature (or Stamp)

G.5

## Appendix H

## Related Documents


| | | |
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| 1. | Searching for Patrons in Lieu of Paging | H.2 |
| 2. | "Emergency Handbook" | H.3 |
| 3. | Food in the Library | H.4 |
| 4. | Policy on Noise | H.5 |
| 5. | You could have been RIPPED OFF card | H.6 |
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| 8. | Locked Case Policy and Procedures | H.9 |
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Campus Memorandum

Brigham Young University

From Julene Butler To Blaine Hall Date 10/29/86

Room 3226 HBLL Room 5226 HBLL

RE: Searching for Patrons in Lieu of Paging

This is to follow up on a decision made recently in an Administrative Council meeting and to ask your assistance.

When a situation is not severe enough to warrant that a patron be paged, but it does seem appropriate to make an effort to locate a patron (either for PR reasons or because there is a serious situation) the General Reference department has, in the past, searched for that person. We do this only if the search can be limited to one floor of the building and if a fairly detailed description can be obtained.

The Administrative Council supports this practice, and also supports the idea that other areas of the library assist in the search process when General Reference is unable to get away from the desk long enough to conduct the search. Therefore, I am asking for your assistance. Listed below is the procedure I propose we follow. If you have serious objections to any part of it, please let me know, otherwise I will assume it will go into effect as of Monday, November 3rd.

Daytime Hours: When General Reference is unable to conduct the search, the call will be transferred to the paraprofessional on the level which is to be searched, or to the Reserve Library, or Learning Resource Center.

Evening/Weekend Hours: When General Reference is unable to conduct the search, the information will be conveyed to the Circulation Department.

It is helpful to ask for the following details as you get the person's description:

Name, Height, Weight, Coloring, Hair: length and curly vs. straight, Glasses?, Backpack?, Briefcase?, Coat/Jacket, Clothing, (specifics).

Also, you should always obtain the name and phone number of the person who calls so you can report on the results of your search.

Please convey this information to everyone in your department. Thanks for your help in this matter.

H.2

## Emergency Handbook

If the **Emergency Handbook** is not found here, it is in a pocket at the back of this binder.

CAMPUS MEMORANDUM
BRIGHAM YOUNG UNIVERSITY

FROM: Sterling Albrecht TO: All Library employees Feb. 9, 1988

3080 HBLL

RE: Food in the library

On May 13, 1985, the Administrative Council listed the reasons for having a policy on food. The list included: grease on the hands, dirt on the carpet, spilled drinks and food on materials, public image and vermin. There has not been a problem with vermin in this building, however, grease dirt, and food are constantly a problem for the library materials.

In keeping with good common sense and preservation principles, the following policy has been adopted for the library. All employees, both full and part time should be aware of this policy and follow it.

1. No food or drink will be allowed in the public study areas including group study rooms.

2. Food or drink located in the public areas will be confiscated.

3. No food or drink will be allowed in open work areas of the building. The Employee Lunchroom is to be used for departmental parties, birthday celebrations, etc. If the lunchroom is not large enough for a particular occasion, the Reynolds Room can be scheduled for this purpose.

4. Departmental parties are to be kept to a minimum and not to be held weekly.

5. Employees who bring their own lunches are encouraged to eat them in the Employee Lunchroom on level 6, however, this does not preclude an employee from staying in his/her own office to eat lunch if the office is not in public view. Individuals who eat in their own offices should make sure that they are not handling library materials and that library materials are not adjacent to their eating area.

6. Employees should always wash their hands thoroughly before returning to work after they have stopped to enjoy food of any kind.

Sterling J. Albrecht

cao
adm2.2

## HAROLD B. LEE LIBRARY

### Policy on Noise

General Statement

In order to provide an environment conducive to serious research, the Lee Library asks that individuals in study areas maintain a quiet atmosphere. Group study rooms are provided for those whose use of the library requires classroom facilities or discussion in normal tones of voice. Individuals who fail to comply with the library's policy on noise will be asked to leave.

Paging

The Lee Library will page individuals on its public address system only in the case of a life threatening emergency. Decisions on paging will be made by personnel at the General Reference Desk or in the University Librarian's Office.

Children and Minors

Small children are permitted in the library when accompanied by an adult. It is assumed that the adult is responsible for the child's behavior. If a child becomes noisy or his behavior is disturbing to patrons or damaging to library property, then the adult will be asked to control the child. If the child's disruptive behavior continues then the adult and the child will be asked to leave the library

Minors are permitted in the library only for legitimate use of collections and services. Minors who are not in the library as patrons and/or who are violating the noise policy will be asked to leave the building.

Responsibility of Library Employees

All employees are responsible to assist in enforcing the library's policy on noise. Violations of the policy should be reported to the nearest service desk. Service desk employees are responsible to approach individuals violating the noise policy and ask for their compliance. If an individual refuses to comply, then the service desk employee reports the situation immediately to the university police.

Employees should report minors who do not appear to be in the library for legitimate purposes to the nearest service desk. The service desk employee then questions the minor about his presence in the library. If the minor is not in the library for a legitimate reason then the employee asks the minor to leave immediately. If the minor fails to comply then the employee reports the situation immediately to the university police.

Courtesy to Patrons

The library wishes to strictly enforce its noise policy for the benefit of all patrons. However, employees should use the utmost courtesy in dealing with patrons concerning the policy. Under no circumstances should an employee become involved in an argument with a patron over the policy. Enforcement of the policy where a confrontation appears likely should be left to the university police.

YOU could have
BEEN
**RIPPED OFF**

PLEASE
secure your
property

**CAMPUS MEMORANDUM**
**BRIGHAM YOUNG UNIVERSITY**

FROM: Sterling Albrecht TO: March 13, 1987

3080 HBLL

**RE: Faculty Loan Policy - Harold B. Lee Library**

Several changes in the Lee Library's lending policy for faculty will become effective May 1. These changes are designed to improve inventory control of the library's holdings for the benefit of the entire university community, while maintaining generous privileges for serious researchers. For the purpose of this policy, no distinction is made between faculty and administrative personnel whether currently employed or retired.

This entire policy has been carefully reviewed and endorsed by the Faculty Library Council, the Faculty Advisory Council, and the University Administration.

**LOAN PERIOD AND RENEWALS**

Faculty will be allowed to keep general circulating items 120 days from the original charge date. Since a normal semester spans 108-112 days, this should cover most needs. Virtually unlimited renewal, for additional 120-day periods, will be allowed unless another patron has requested the item. However, renewal will only be allowed with the item in hand (no telephone renewals).

**RECALLS**

Any item needed by another patron is subject to recall after two weeks from the original charge date, or immediately if needed by the reserve library. In other words, when an item is in demand, a notice will be sent which will set a new due date. The faculty member with the item will be asked to return it to the circulation desk within seven days.

**ASSESSING FINES FOR OVERDUES**

No fines will be assessed for materials returned past the due date, except for items being recalled. However, excessive overdues will result in a faculty member having his/her library privileges suspended. Fines on recalls will be strictly enforced. If an item is not returned by the eighth day after a recall notice is sent, a $10 recall fine will be assessed. The recall fine will continue to accrue at the rate of $1.00 per day thereafter, with a maximum of $20 per item. Faculty with outstanding fines will have their library privileges suspended.

**MAXIMUM NUMBER OF BOOKS CHARGED OUT**

A limit of 100 books may be charged out to a faculty member at any one time.

OVERDUE NOTICES

To help faculty members identify due dates on library materials, overdue notices will be sent on the eighth day following the due dates. Prompt attention will need to be given to either renewing or returning all overdue items. Items which remain past due will be considered lost. A billing letter assessing the replacement cost will then be sent. While faculty members are generally responsible, eliminating the need for overdue fines, lost book replacement costs will be assessed. In addition, faculty responsible for lost materials will have their library privileges suspended until the lost materials are accounted for. To further assist faculty members in keeping track of library materials currently charged to them, printed lists will be produced upon request.

FACULTY BOOK DELIVERY AND PICKUP SERVICES

This service will be available to all current university faculty. Requests can be made by calling the circulation secretary (ext. 2912) or by sending an electronic mail message to FBD@BYULIB. Books available for circulation will be charged out to the faculty member and delivered to a designated office on campus, a department secretary, or a faculty research room in the library. Brief requests will be filled within 24 hours. If a book cannot be located or charged out, a memo will be sent explaining the problem.

DEPUTY BORROWER

A faculty member may authorize a research assistant or secretary to charge library materials on the faculty member's ID number. The faculty representative must bring a signed and dated memo from the faculty member along with the assistant's picture ID. Responsibility for all books charged out using this procedure will rest with the faculty member.

EXISTING DUE DATES

All books stamped with due dates of either May 1, Sept. 1, or Jan. 1 will need to be returned to the library or renewed at the circulation desk by or before that date.

Sterling J. Albrecht
University Librarian

cao
adm2.2

H.8

**Harold B. Lee Library**
**Locked Case Policy and Procedures**
**November 4, 1986**

I. Philosophy and Purpose for Locked Case Collections

Limited locked case collections are maintained to provide protection for library materials not sufficiently protected from loss, damage or mutilation in the open stacks. The items kept in these collections, like similar materials on the same subjects in the open stacks, are available for patron use and circulation upon request at the reference desk in each of the subject departments during their regular service hours. While users are not normally allowed to browse in these areas, such privileges may be granted when the need justifies it.

Items selected for inclusion in the locked case collections should be selected with care to assure that only those works legitimately requiring protection are removed from open stack availability. The locked case should not be used as a repository for named sub-collections or as a substitute for housing in Special Collections unless the materials in the collection meet the requirements for inclusion given below.

II. Selecting Locked Case Items

The following materials should be considered for locked case designation:

A. Works of unusual physical makeup.

1. Agate books (12cm. or smaller in height).

2. Books with fragile paper or binding.

3. Irregularly shaped materials or materials in unusual containers or bindings that would make shelving them difficult in open stacks.

4. Portfolios of loose plates. (If these can be bound, consider binding them and shelving them in open stacks.)

5. Books and periodicals containing loose materials of a nonbook nature, i.e. slides, computer diskettes, audio cassettes, recordings, sound pages, mechanisms, fabric swatches, samples, etc. (Books with microfiche in a pocket or in a separate folder or container that can be shelved by the books should ordinarily be placed in stacks.) (See Attachments A, and B for policies on "Books Containing Nonprint Media" and "Microfiche In/Accompanying Books.")

6. Books with print materials inserted that are not bound in.

B. Illustrated works.

1. Books or periodicals with hinged or otherwise partially loose art plates, photographs, drawings, pop ups, etc. that might be damaged or lost.

2. Delicate or fragile books with fine art print reproductions or photographs. (Those costing over $125 should be considered for "rare" designation in Special Collections.)

3. Works whose illustrations, plates, photographs, etc. make them subject to mutilation, i.e. nudes, explicit sex depictions or diagrams, movie stills, etc.

C. Works whose handling of the intellectual content make them subject to mutilation.

1. Erotica, works on sexual deviation, sex manuals, marriage manuals, etc. Selection must be based on the treatment of the subject not the subject itself.

2. Works whose ideas on controversial subjects, such as politics, religion, or history, that some users may consider offensive should not be included unless open stack housing might result in mutilation or loss. The possibility that a work might offend someone should not be a criterion for locked case designation.

III. Identification and Routing Procedures for Locked Case Items

A. Books and Monographs

1. Subject selectors are responsible for designating works to be included in locked case collections. This decision can be made at any time during the ordering, processing, cataloging, or reviewing process.

2. For items found during cataloging that might require locked case designation, the Catalog Department personnel will place materials to be considered for locked case on review shelves in the Catalog Department for subject selector review.

3. Subject selectors will examine these materials, make their recommendation on the review slips in the books, and place the materials on the routing shelf to be sent to the Catalog Department.

4. Following cataloging, the items will be lettered and delivered to the appropriate subject department office.

B. Serials

1. Subject selectors are responsible for designating serials to be designated for locked case. Serials clerks, catalogers, CPCR clerks, Bindery Preparation clerks, department secretaries, etc. should route to the subject selectors any serials that fit the criteria in II above.

2. Subject selectors should make the following decisions:

   a. The need for locked case housing of all issues or individual issues. If most issues of a journal are likely to contain nonprint media or content that might lead to mutilation or loss, all issues should be housed in locked case.

   b. The need for preservation copying of the issue or of the nonprint media included in it to assure that such materials will not be lost or destroyed.

   c. The need for adding explanatory notes on serials record check-in and bindery screens and notes on the RLIN record to inform patrons and library staff of the existence of nonprint media accompanying the issue(s) of the serial.

   d. For nonprint media accompanying only occasional articles of a journal, the desirability of housing the issue in locked case or of placing a notice in the journal informing users how to obtain a copy of the accompanying nonprint media.

3. Subject selectors should follow the procedures in the "Books Containing Nonprint Media" policy statement (Attachment A) to obtain a working copy of any nonprint media accompanying the serial.

IV. Circulation of Locked Case Materials

A. Locked case materials will normally circulate from the various subject reference desks of the library upon request from users. These materials will circulate for a maximum of two weeks, but longer periods may be negotiated depending on the needs of the user and the demand for the item.

B. Locked case materials will circulate according to the Special Loan Circulation Policy or, for periodicals, the Periodical Circulation Policy in effect for other periodicals in the library.

C. Locked case materials will be signed out during regularly scheduled hours at the subject reference desk where the materials are housed using the "Special Loan" or "Periodical" circulation slips. These materials must be returned to the same desk or to the General Reference Desk if returned during hours when subject reference desks are closed.

D. A cautionary notice indicating that the item being checked out has been placed in locked case because it requires extra protection should be placed in the item to encourage the user to take extra precautions for the security of the material. (See Attachment C.)

E. The confidentiality of circulation records must be maintained to protect the privacy of the user. No circulation information may be divulged by any employee of the library without proper legal process.

V. Interpretation

This policy should in no way be interpreted as an attempt to censor or to discourage access to information or library materials by users. Locked case materials should be as freely available as possible to all who request them. The locked case is simply a prudent, essential means by which the library provides its users the kind of library materials that would otherwise be damaged, mutilated, or destroyed beyond repair or usefulness if housed in open stacks. It is inappropriate for a library employee to question a user's motives when requesting locked case items.

The library is committed to academic freedom, intellectual freedom, and to the freedom of access to information and materials consistent with prudent collection management and maintenance. This policy should never be used or interpreted in such a way as to result in censoring of library materials or to prevent the legitimate use of or access to controversial ideas or publications.

All locked case materials should have been selected on the basis of collection development policies that justify the acquisition of such materials in support of the curriculum and research interests of the university faculty and students. And once legitimately acquired, no unilateral action should be taken by anyone to remove or restrict the use of such materials.

VI. Complaint Procedures

User complaints about the appropriateness of any locked case materials should be reviewed in the same way that complaints about any library materials are reviewed, using the library's "Sensitive Materials Policy." Only after such a review should a decision be made about removing or restricting the use of locked case materials. (See Attachment D for "Sensitive Materials Policy.")

**Attachment A**

## Books Containing Nonprint Media

1. Classify and catalog books containing nonprint media in the usual manner, following AACR 2 1.5E for handling of accompanying material. If possible, follow option (d) recording accompanying material in the 300 field at the end of the physical description.

2. All books containing nonprint media should be considered for Locked Case.

3. A small Avery label with call number of book in which nonprint media is located should be affixed to each item.

   Locked Case
   QA
   76.8
   .I2594

4. Books containing visual type media or with accompanying visual media [i.e. slides, filmstrips, pictures, etc.] are routed directly to subject librarian on level on which it is to be housed.

5. Books containing discs or sound tapes or with accompanying discs/sound tapes [i.e. computer discs, phonodiscs, sound pages, audio tapes, audio cassettes, etc.] will be handled as follows:

   a. An Avery label printed with the following statement should be mounted on the pocket housing computer discs only.

      This work has been copyrighted by_____.
      Any reproduction or translation of part of this work including the book and the computer software without the permission of the copyright owner is unlawful. See back of title page and/or disc for further copyright information.

   b. A routing slip noted "Route to LRC, 2300 HBLL" should be placed in book as it is cataloged.

   c. After book has been lettered it should be delivered directly to LRC by lettering personnel in the same manner that reserve books are directly delivered.

   d. LRC will produce a working copy of each disc, affix a label with call number of book in which it is housed to the working copy and place it in the book. The master copy of the disc will be housed in a file in the LRC and can be used to produce a new working copy if the original is damaged or lost.

   e. Book, including working copy of disc, is sent by LRC to subject librarian on level on which it is to be housed.

Attachment B

## Microfiche In/Accompanying Books

1. Books with supplementary microfiche in pocket or with supplementary microfiche in separate folder or container that could be shelved by the books will ordinarily be placed in stacks. If cost of the book warrants, it could be considered for Locked Case.

2. Books containing microfiche, or microfiche packaged in hardback binders that are reference type items will be housed according to the discretion of the reference coordinator.

3. Collections consisting primarily of microfiche and packaged in hardback binders will be housed as follows:

   A. Those containing printed matter that needs to be kept and used with the microfiche will be kept together in the binder, given a location code Microbinder, fully classified, and housed in the central microform area. (Since our RLIN profile does not include the LOC Microbinder, this may be entered in the LCAL position in the HOL screen as follows: LCAL: $ Micro Binder .)

   B. Microfiche in a binder that does not contain printed matter will be removed from the binder and housed with other strictly microfiche collections.

4. Separately published guides/indexes to microform collections will continue to be cataloged separately and placed in the reference collection nearest to where the microform collection is housed.

Attachment C

CAUTION

This item has been
placed in Locked Case
for added protection
because of its physical
format or contents.

Please take extra
precautions to avoid
damage or loss and
high replacement costs.

Thank you

Attachment D

**BRIGHAM YOUNG UNIVERSITY**
**HAROLD B. LEE LIBRARY**

Sensitive Materials Policy

The library collections and the collection development program are established and maintained to meet the instructional and research needs of the university. Consistent with the collection policy statements, the library exercises critical sensitivity in the acquisition of books, periodicals, pamphlets, manuscripts, ephemera, photo-reproductions, maps, music scores, phonograph records, and other nonprint media. It reserves the right to exclude or limit the use of materials seen as distasteful or otherwise contrary to the norms and values of the university's sponsor, the Church of Jesus Christ of Latter-day Saints.

As there exists a wide range of opinion in what has literary merit or deviates from LDS norms, patrons who find objectionable titles in the library collections are requested to complete a "Patrons Request for Reconsideration of a Book in the Harold B. Lee Library."

PATRON'S REQUEST FOR RECONSIDERATION OF A BOOK
IN THE HAROLD B. LEE LIBRARY

Author _____

Title _____

Publisher _____ Year of Pub. _____

REQUEST INITIATED BY _____

Telephone _____ Address _____

City _____ State _____ Zip Code _____

COMPLAINANT REPRESENTS (check one): ___Self; ___Organization; ___Other Group

(Name of Organization) _____

(Identify Other Group) _____

1. What do you object to in the book? (Please be specific; cite pages.)

_____

_____

2. What do you feel might be the result of reading this book?

_____

_____

3. Is there anything good about this book? _____

4. Did you read the entire book? _____ If no, which parts did you read?

_____

5. Are you aware of the judgment of this book by scholarly/literary reviews?

_____

6. Which of the following would you like the library to do about this book?

_____ Limit its use to serious researchers concerned with this topic.
_____ Withdraw from the collection entirely.
_____ Refer it back to the appropriate department within the library for re-evaluation.

7. In its place, can you suggest another work which might fulfill the educational goal of this book? _____

_____
(Signature of Complainant)

H.17

## SPECIAL LOAN FINE PROCEDURES

To establish a consistent Special Loan and Periodical Loan (hereafter called Special Loan/s) Overdue Fine Procedure for the BYU Library, the following policy has been adopted by the Information Services Division:

### Overdue

Library material checked out on Special Loan forms are considered overdue if they are not returned by the date and time indicated on the Special Loan form. There is no grace period for Special Loans.

### Fine

A uniform overdue fine of $1.00/day per item has been adopted for Special Loans from Information Services areas. Certain heavily-used items have hourly loans which carry overdue fines of $1.^{00}$ for the first hour and 25¢ for each hour thereafter. Notice of this fine policy should be given to each patron who checks out a special loan item. The maximum overdue fine is $5.00. Additional processing and replacement fees may be levied.

### Overdue Non-Returned Materials

First action. The first action should be a contact with the patron allowing one day for a response. If the contact is not successful, a letter should be sent indicating the item is overdue and that a fine is being assessed; and further that if the item is not returned within five days, the student's grades and loan privileges will be withheld until the fine is paid.

Follow-up action. Should the patron fail to return the overdue materials after contacts have been made, the following procedure should be followed:

1) Type a copy of the Special Loan slip (copies 3 and 4, see examples on page 2) taking the information from the duplicate (copy 2); discard copy 3. On the back of the typed copy (copy 4), put the dates and methods and response to the two contacts made with the patron. Take this typed copy (copy 4) to the Circulation Department, and they will put a financial delinquency on the student's records.

2) The loaning department should retain the duplicate (copy 2) of the Special Loan slip until the overdue material is returned or the decision is made by the appropriate supervisor to declare the overdue material missing and replacements are ordered and received or the catalog cards are withdrawn.

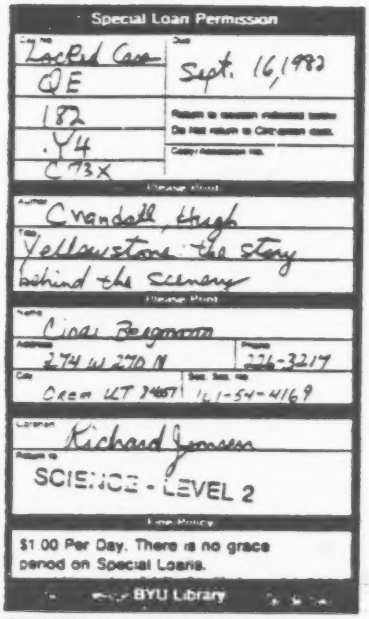
### Overdue Returned Materials

Fine. When the library materials are returned in person and there is an overdue fine assessed, note the date returned and the amount of the

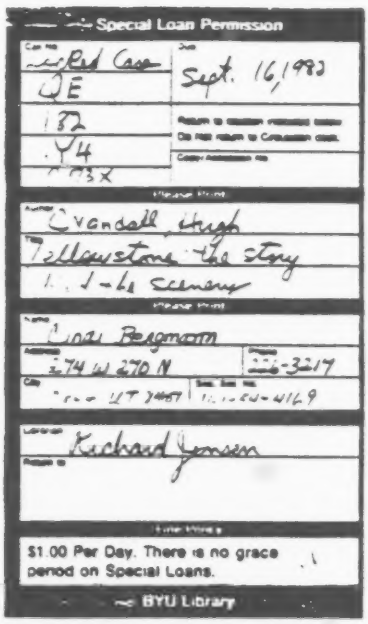
fine on the back of the original (copy 1) and duplicate (copy 2) of the Special Loan slip. Then, send the patron to the Cashier's Office with the original (copy 1) to pay the fine. If the original (copy 1) has not been returned from the Cashier's Office within five working days, or if the overdue items are returned via the book drop or other channels and the patron is not available, then the loaning department should take the duplicate (copy 2) of the Special Loan slip to the Circulation Department with the amount of the fine noted on the back of the slip. Circulation will then place financial delinquencies as needed.

EXAMPLES

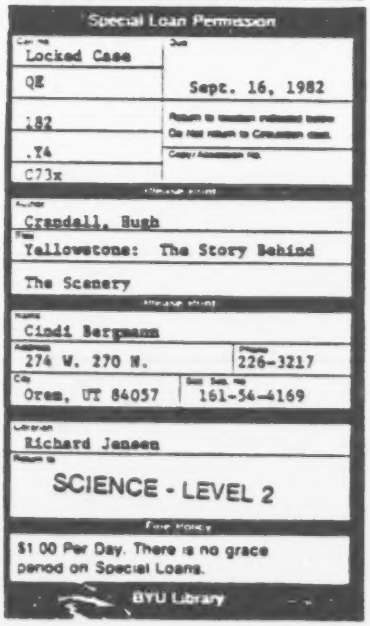
COPY 1



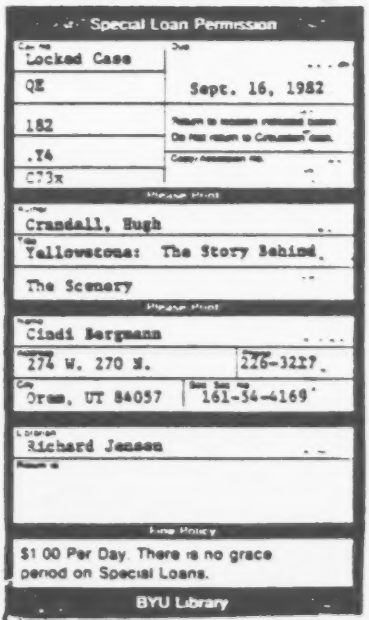

COPY 2




COPY 3




COPY 4



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